**Information Technology Support Specialist**

**Mission Statement**

Regis High School transforms Catholic young men through an academically exceptional Jesuit education in a caring community which inspires leadership, generosity, and a lifelong passion for service as Men for Others. Regis is tuition free, and merit based, giving special consideration to families in need of financial assistance.

**Position**

As an **Information Technology Support Specialist,** you will have the extraordinary opportunity to work with approximately 530 exceptional, gifted young men, talented faculty, and committed staff. Located in New York City, Regis High School is a Catholic, Jesuit, college preparatory school and the only Jesuit, full-scholarship high school in the country. The school was founded in 1914 through the extraordinary generosity of an anonymous woman and her family. Regis now relies on philanthropy of alumni, parents, and friends as it most significant source of financial support. Regis is committed to both academic excellence and fostering a spirit of generosity and service to those in need. Regis seeks to inspire and educate the ethnically diverse young men in its care to become imaginative Catholic leaders committed to promoting justice and exerting leadership in the Church, in their civic community, and in their future chosen profession.

**Position Summary**

Regis seeks a qualified candidate to serve as the **Information Technology Support Specialist**. The IT Support Specialist provides front-line support for the administration, faculty, staff and students, and assists the IT staff with the daily operation and maintenance of technology and audiovisual systems.  The IT Support Specialist is a member of a 4-person team reporting to the Director of Information Technology.

**Job Responsibilities**

* Provide prompt, on-target, informed technical support for faculty, administrators, and students while ensuring that appropriate service levels are met in addressing user issues by resolving, researching or escalating them appropriately
* Provide A/V support for academic needs as well as other school events, and assist with A/V setup as called for
* Assist with IT equipment maintenance.  Supported equipment includes:
  + A/V systems (including projectors and video sources)
  + computer workstations (including desktops, laptops and tablets for students, faculty and staff)
  + printers
  + IP telephones
  + security cameras
* Make effective use of the Help Desk software to track and manage user support requests and institutional assets.
* Coordinate resale and recycling of retired equipment
* Develop and maintain working relationships with vendors
* Assist the Systems and Support Administrator in maintaining the infrastructure of the school network, including Windows servers, Cisco switches and VOIP phones, Meraki wireless access points, Barracuda network appliances, Cisco ASA, Active Directory, Google and Microsoft cloud tenants, DNS, DHCP
* Collaborate with other members of the IT department on special projects.
* Supports the Jesuit/Catholic mission of the school
* Works in collaboration with the administration in observing the principles and ideals for which Regis High School stands
* Devotes energies to teaching in conformity with the policies of Regis High School and is subject at all times to the general control and supervision of the Principal

**Qualifications & Skills**

* Ability and desire to learn new things quickly on a daily basis
* Very strong attention to detail
* Ability to prioritize tasks in order to ensure that urgent/critical tasks are addressed in a timely fashion
* Strong interpersonal skills
* Passion for helping others and patience
* Interest in participating in the life and community of the school beyond the specific job-related tasks
* Strong proficiency with Windows operating systems and software applications
* Hands-on experience with technology and A/V systems
* Working knowledge of TCP/IP, DHCP, DNS, wireless networking
* Proficiency in troubleshooting hardware, software and network issues

**Education**

* A bachelor’s degree is preferred.
* Experience in Jesuit education, either as a student or employee, is preferred.

**Status**

This is a fulltime position.

**Compensation & Benefits**

**Salary range** 50-62k Commensurate with years of experience and level of success in the institutional advancement area.

Most benefits go into effect immediately. Participation in the 403 (b) occurs after one year of employment.

**Other expectations**All faculty and staff are required to be fully vaccinated for COVID-19.

The school expects one to conduct oneself at all times in a manner which shall not bring reproach upon oneself or the school.

The job description is to be used merely as a guide of expectations rather than an exhaustive list of all duties and competencies.  All requirements and skills are subject to change as the organization’s needs evolve.

**To Apply:**

Interested applicants should submit a cover letter and resume by email to [employment@regis.org](mailto:employment@regis.org). Qualified applicants will be contacted regarding next steps once all required documents have been submitted. Applications will be accepted until the position is filled.

Regis fosters an inclusive environment where we recruit and retain highly talented staff with differing abilities and who maintain a belief in the critical importance of diversity in the life of a school. Regis is an Equal Opportunity Employer.