***Strake Jesuit College Preparatory*** *is a Catholic, four-year college preparatory school for young men in grades 9-12 located in Houston, Texas. The school's mission is to assist young men in their formation as leaders and as 'Men for Others' through a program of rigorous college preparation in the tradition of the Society of Jesus. The school seeks to hire and retain employees who are skilled in their field, involved participants in the school community, active in their faith, and enthusiastically dedicated to carrying out its mission. Applicants should have an ability to relate to and work well with others, possess excellent writing, communication, organizational, and leadership skills, and have a strong proficiency in computers and technology. Working knowledge of the Society of Jesus and Jesuit education is preferred. Salary commensurate with experience.*

# IT – Technical Support Specialist (Levels 1 & 2)

Share your technical knowledge and passion for hands-on problem-solving. Whether helping identify a problem or providing technical assistance, you are ready to give advice and support to users and tech team members. As an IT Technical Support Specialist, you work with all members of the Strake Jesuit community. You support the school's educational mission by bringing resolution and insight to each student, faculty, and staff member by assisting them with your exceptional diagnostic and people skills bringing swift resolution to their technical issues.

## Qualifications:

* Strong interpersonal skills and the ability to navigate customer service issues with empathy
* Ability to assess user support needs and then provide solutions or refer them to other team members
* Relevant technical expertise.
* An aptitude for acquiring technical skills
* Ability to analyze and solve technical problems
* Ability to rotate through different technical specialties and skill sets as needed
* Success in team environments demonstrating shared responsibility and accountability with other team members
* Excellent verbal and written communications skills and the ability to tailor communications and style to different audiences

## Description:

You quickly assess and diagnose issues on the spot, explaining situations with patience and compassion. Whether knowledge-sharing is the solution, a software update is needed, or a hardware repair/replacement is warranted, you determine a solution and quickly get users up and running again, at the help desk, helping in the classroom, or offices.

* Troubleshoot and diagnose issues with iOS, OS-X, Windows, Google Workspace apps, Office 365 apps, Adobe apps, MDM, and browser software
* Assist with Audio-Visual issues connecting to the Apple TV, projector, and classroom display
* Empathize when technology is not working as expected and explain complex technical problems in terms the user understands
* Extensive knowledge of hardware and software components and the ability to explain where issues may originate
* Develop expertise and research required information using all available tools and resources
* Document user information, the nature of the problem, troubleshooting steps, and final resolution

## TO APPLY

Send a resume and cover letter by e-mail to [employment@strakejesuit.org](mailto:employment@strakejesuit.org)