



Middlesex School IT Support Specialist

Middlesex School seeks a part-time, benefits-eligible IT support specialist. Middlesex is a coeducational, college-preparatory, boarding secondary school of 415 students located in Concord, Massachusetts. For more information about the School, please visit our website: www.mxschool.edu.

We are looking for a highly capable IT support specialist to provide technical assistance to our faculty, staff, and students. In this role, your duties will include ensuring optimal use of our hardware and software technologies, enhancing system performance, and working with various databases and programs. To ensure success as an IT support specialist, you should possess experience in providing information technology support in a fast-paced environment and be able to demonstrate excellent written and verbal communication skills.

Responsibilities

- Consult with the CTO and other departments on various IT related projects.
- Train end-users (faculty, staff and students) on hardware functionality and software programs.
- Resolve helpdesk technology requests in a timely manner.
- Update computer software as well as upgrade hardware and systems.
- Maintain or assist with database programming and ensure system security where applicable.
- Document processes and communicate within IT helpdesk system.
- Track technological advancements and trends in IT support.

Requirements

- Exceptional interpersonal and communication skills.
- Moodle, Senior Systems, Sales Force, or relevant database experience desired.
- Ability to determine IT needs and train end-users.
- Proficiency in utilizing IT helpdesk software systems.
- Experience in documenting processes and monitoring performance metrics.
- Ability to keep up with technical innovation and trends in IT support.
- CompTIA certification preferred

Please send your cover letter and resume in a single PDF to Joe Alford, Chief Technology Officer at jalford@mxschool.edu

Middlesex School is an equal opportunity employer.