MADEIRA

Technology Support Specialist/Network Administrator

Founded in 1906, the Madeira School is an independent, college preparatory, boarding and day school for girls grades 9-12. Located in McLean, Virginia on a 376-acre wooded campus, Madeira is 12 miles from the center of Washington, DC. Madeira's ambitious academic curriculum emphasizes both content and skills in the context of a college-prep liberal arts education.

The Technology Support Specialist/Network Administrator provides technology support and system administration to the School's community, technology systems, and databases in an ever-evolving environment. This position is integral to the smooth operation of the teaching and learning mission. The Technology Support Specialist/Network Administrator must have a strong passion for new technologies, learning, growing, and providing exceptional customer service to a wide array of constituents.

Responsibilities

- Monitor and resolve helpdesk requests for faculty, staff, and students.
- Stay current with system information, changes, and updates
- Staying informed on current trends in technology
- Develop end user and internal documentation
- Train users in the use of software and hardware
- Setup, configure, and maintain devices following standard procedures
- Setup and maintain user accounts and mailboxes in an Active Directory and Microsoft 365 environment
- Ensure proper account and device onboarding/offboarding of faculty, staff, and students
- Assist in the Management and administration of Active Directory, database, and VOIP systems
- Assist in the security, maintenance, and monitoring of systems and infrastructure
- Support the school's AV environment
- Handle emergency support requests/calls after normal business hours and on weekends
- Support and act in accordance with the school's mission and values

Qualifications

- Four-year degree or equivalent experience within field is preferred. Minimum of 2 years' experience in a similar position. Previous experience in school environment preferred
- Excellent communication skills (written and oral) and interpersonal skills
- Strong problem-solving skills, decision making, and research capabilities
- Ability to interact with technologically diverse populations and to provide exceptional customer service
- Highly organized with a detail-oriented approach to work
- Must be able to lift up to 50 lb., reach, bend, stoop, kneel and traverse a campus environment
- Position requires occasional weekend and/or evening work

- Be a practitioner of diversity, equity, and inclusion
- Uphold the School's professional standards including punctuality, courtesy and discretion
- Ability to set priorities, coordinate multiple projects, handle details, and work effectively under pressure, all with minimum supervision