



ST. ANNE'S EPISCOPAL SCHOOL

Job Title:	Technology Support Specialist
Reports To:	Director of Technology
FLSA Status:	Exempt
Salary:	\$50,000 - \$65,000 Annually
Anticipated Start Date:	Immediately

ABOUT ST. ANNE'S EPISCOPAL SCHOOL

St. Anne's Episcopal School is a vibrant, independent, preschool-8th grade co-educational school located in the heart of the Denver metro area, serving approximately 450 students. Our school culture fosters a sense of belonging and community, builds character, and pursues academic scholarship, all rooted in our values of curiosity, humility, faith, compassion, and service. We are a supportive community that provides a program where students can thrive academically, athletically, spiritually, artistically, emotionally, and socially. We build character and integrity upon a spiritual, moral, and ethical foundation and strive to foster the development of people who make significant and lasting contributions to society.

MISSION

Grounded by our founding values, we cultivate a community of curious and compassionate learners who are inspired to serve and enrich our world.

VALUES

Community, Curiosity, Faith, Compassion, Humility

POSITION DESCRIPTION

The Technology Support Specialist is a dynamic, dual-focus role combining frontline technology support with audio/visual management and support. This position is essential to the technology department's mission of being proactive helpers who anticipate community needs. The ideal candidate thrives in both helping users in all facets of their work day. This role requires someone who actively seeks interactions with faculty, staff, and students, walks the hallways identifying areas for improvement, and takes ownership of both problems and solutions.

OVERALL RESPONSIBILITIES AND EXPECTATIONS

- Provide responsive, professional frontline support to students, faculty, staff, and families
- Troubleshoot and resolve hardware, software, network, and AV issues with a focus on clear communication and timely follow-through
- Support account management including password resets and access permissions
- Maintain accurate records in the ticketing system (Follett Work Orders) with proactive status updates to requesters
- Manage asset inventory and lifecycle tracking using Follett Asset Management
- Support classroom technology including projectors, Interactive Panels, Apple TVs, digital signage, and audio systems
- Assist with the deployment, setup, and maintenance of student and staff devices, including iPads, Chromebooks and laptops



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- Manage and maintain device fleets including Chromebooks, iPads, and MacBook laptops using appropriate MDM tools
- Manage, learn, and control the audio system for school events and presentations
- Provide event support including setup, testing, and live technical assistance for school events and presentations
- Support printers/copiers and troubleshoot printing issues
- Work closely with the Educational Technology team to support teaching and learning initiatives
- Partner with departments across the school to understand and anticipate technology needs
- Contribute to technology department professional development offerings and documentation
- Learn and be able to document processes and procedures for critical systems and be able to manage those systems in times when the Director of Technology is off campus.
- Help in the implementation and management of systems across the campus such as the LMS (Canvas and Google), Core Student Information System (Veracross), Attendance management (Orah) and other systems that the technology department helps to manage, maintain and update.

IDEAL QUALIFICATIONS:

REQUIRED

- Minimum of 3 years of experience in IT support or educational technology support
- Knowledge of Windows, MacOS, Chrome OS, Google Workspace, Microsoft Office, and common classroom technologies
- Strong problem-solving, organizational, and interpersonal skills
- Ability to manage multiple tasks and provide excellent customer service
- Ability to explain technical issues in plain language
- Professional and friendly demeanor in-person, on the phone, and via email

PREFERRED

- K-12 or independent school experience
- Knowledge of networking basics and use identify management systems (Active Directory, Google Workspace)
- Knowledge of audio and visual equipment including audio mixing boards, speakers, projectors, interactive tv panels
- Familiarity with LMS platforms (Canvas preferred)

WORK ENVIRONMENT AND PHYSICAL DEMANDS

This position is based in a school environment, with frequent interaction with students, faculty, and staff. Occasional evening or weekend support may be required, and the role involves active participation in classroom and technology setups. The individual must be able to lift and move technology equipment up to 25 pounds and navigate the campus as needed.



ST. ANNE'S EPISCOPAL SCHOOL

St. Anne's Episcopal School is committed to creating a supportive learning environment where all individuals are valued for their unique contributions and are able to achieve their highest potential. We strongly believe that a diverse and inclusive environment is the best learning environment for our students and prepares them to live, work, and thrive in an increasingly global and multicultural community. We reject all prejudice, particularly those based on race, national and ethnic origin, religion, socioeconomic status, gender identity, sexual orientation, and physical characteristics.

St. Anne's believes that each individual is entitled to equal employment opportunity without regard to race, color, religion, gender or gender identity, national origin, age, sexual orientation, ancestry, disability genetic information, veteran status, or any other characteristic protected under federal, state or local anti-discrimination laws. The school's equal employment opportunity practices extend to recruitment, hiring, selection, compensation, benefits, transfer, promotional opportunities, training, discipline, and all other terms, conditions, and privileges of employment.

SALARY RANGE & BENEFITS

\$50,000 - \$65,000 Annually

St. Anne's offers a competitive benefits package, which includes medical, dental, and vision coverage, 403(b) retirement inclusion, long-term disability, life insurance and free lunch

Interested candidates can send their cover letter, resume, and list of references to Rene Reynolds, Director of Human Resources, at recruiting@st-annes.org.