



Company Profile: Montverde Academy is a coeducational independent school that serves grades Pre-K3–12. Our boarding program serves grades 7-12 and post-graduate studies. At the heart of an MVA experience is an engaging and challenging academic environment that inspires students to achieve at the highest level. Inside and outside of the classroom, students develop their talents and abilities through involvement in fine arts, athletics, school clubs, and service organizations. Our staff members, parents and students are part of a close-knit, deeply caring community. We emphasize positive relationships that help build self-esteem and confidence in our students, where each individual feels like a valued community member. We enjoy cultural diversity unlike any other school as we attract students from around the world. With more than 75 nationalities represented by students, our international character adds an exciting global perspective to our community and the educational experience we provide.

Job Title:	Help Desk Technician	Contact:	jobs@montverde.org
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Job Description: As a Help Desk Technician, your primary job function will be first point of contact and manage services for school-issued technologies. In addition, the Technician will also be asked to deliver exceptional customer satisfaction through knowledgeable, friendly, and efficient service while following the direction of the IT team.

Responsibilities:

- Serving as the first point of contact for customers seeking technical assistance over the phone, walkup, or email/helpdesk portal.
- Performing remote troubleshooting through diagnostic techniques and pertinent questions.
- Troubleshooting and solving issues with iOS devices.
- Determining the best solution based on the issue and details provided by students/staff.
- Assisting in distribution, collection, and inventory management of all mobile devices.
- Assisting shipping/receiving/distributing iPads with AppleCare representatives.
- Actively engaged in helpdesk portal to close tickets efficiently.
- Assisting users with setup of workstation and other office technologies.
- Troubleshooting audio/visual and public address system.
- Setup new workstations for new employees and educational spaces.

Skills and Qualifications:

- High-School Diploma required, minimum of Associate Degree preferred
- Demonstrate effective troubleshooting and problem solving skills
- Effectively manage time and resources to control costs, enhance efficiencies, and meet commitments
- Communicate effectively with internal and external customers
- Fast learning skills and effective information acquisition strategies including cloud technologies, Web 2.0 tools and staying abreast of current video related news and trends.
- Contribute to a positive work environment.
- Collaborative coordination and time management.
- Capacity to work under pressure while observing high quality standards.
- Fluency (written and oral) in English language.
- Patience when working with students and staff whose first language is not English.
- Understanding of database queries and reporting tools.

Physical requirements:

- While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is frequently required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl.
- The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Must be able to access and navigate each department at the Academy’s facilities.