



Cape Fear Academy Job Announcement

Applications are now being accepted for IT Support Specialist.

A learning community committed to discovering and developing individual potential, preparing each student for success in college and life.

Located in Wilmington, NC, Cape Fear Academy is southeastern North Carolina's premier PK3-12 independent school. A learning community of 750+ students and 120+ faculty and staff members, CFA is guided by the mission of discovering and developing individual potential. To accomplish this goal, CFA offers students an impressive array of opportunities in academics, the visual and performing arts, and athletics. Our 47-acre campus has state-of-the-art facilities that provide a rich and inspiring physical environment for students to explore and develop their passions. More important, CFA boasts a committed faculty and staff who live the school's mission in their daily interactions with students.

Teachers at Cape Fear Academy deliver high quality instruction that emphasizes critical thinking, written and oral communication, and collaboration in a technology-rich environment. CFA's academic curriculum, recorded in an online mapping system, establishes clear, coordinated goals for each course and grade level while still allowing teachers the freedom to be creative and innovative in their instructional choices. Academic departments foster collaborative decisions about curriculum, materials, and departmental goals. This high level of collegiality as well as support for continuous professional development make CFA an ideal place to grow professionally.

All members of the CFA community are familiar with and expected to uphold and foster the core values of respect, integrity, resilience, and accountability. These core values are the cornerstone for a newly-developed leadership program that empowers students to develop leadership skills, enabling them to go further in school and in life.

Applications are now being accepted for the following position: IT Support Specialist. This is a Full-Time, 12-month, Non-Exempt Position reporting to the Director of Technology.

Scope of Role:

The IT Support Specialist is an entry-level position where you will serve as the initial point of contact for IT support requests. You will troubleshoot various technology issues using remote software or providing deskside support. You will escalate tickets to the appropriate teammates

when necessary, so effective communication is vital to this role. Organizational skills are required, as you will be the primary person responsible for checking devices in and out of our asset management software.

Major Responsibilities:

- Act as the primary point of contact for support requests
- Escalate requests to the appropriate teammates when necessary
- Provide end-user support to users on the school's SIS
- Maintain device inventory for students and employees.
- Provide technical support at school events.
- Maintain the school's fleet of copiers and printers.
- Install end-user software and hardware
- Provide basic network troubleshooting
- Assist the Systems Administrator with tickets and projects
- Assist the Instructional Technologist with tickets and projects
- Maintain current knowledge of all hardware and software that fall within your areas of responsibility
- Other duties as assigned

Qualifications:

Knowledge, Skills and Abilities:

- Team player mentality
- Strong organizational skills
- Effective communication and customer service skills
- Ability to effectively document work
- Experience working with a team utilizing a ticket system
- General understanding of troubleshooting and resolving wireless connection issues
- General knowledge of audio/visual equipment operation
- Basic knowledge of user management in Active Directory
- Experience managing users and Chromebooks in a Google Workspace environment.
- Experience utilizing asset management software

Education:

Associate's degree in an Information Technology field or equivalent industry standard certifications. IT related military experience is a plus.

Experience:

Two to Five years as an IT Technician in an educational or business environment.

Equivalency:

Directly related experience or a combination of directly related education and experience **may be** considered in place of the above requirements.

Physical Requirements/Working Environment:

- Ability to sit or stand for the majority of a normal workday

- Pull/push/carry up to 25 lbs. of equipment
- Must be able to see and have close vision, distance vision, color vision and the ability to adjust focus
- Must be able to hear sufficiently in order to communicate with others
- Must be able to speak clearly and loudly enough to be understood
- Must be able to work in an environment with moderate noise level

Salary and Benefits: A competitive compensation and benefits program

To apply: Please visit our website and click on “Apply Here”

<https://www.capefearacademy.org/about/employment>

Or use the link below:

<https://recruiting.paylocity.com/recruiting/jobs/All/bad901c1-f066-460d-90a1-32df81fba70b/Cape-Fear-Academy>