



St. Richard's Mission Statement

The Mission of St. Richard's Episcopal School is to instill knowledge and values for a lifetime. St. Richard's provides a timeless, challenging curriculum that embraces diversity while developing global citizens, socially, emotionally, physically, spiritually and intellectually. All St. Richard's employees are expected to support this mission with each and every student.

Help Desk Technician (Full Time, 12 month)

JOB DESCRIPTION

Days and hours of work are Monday through Friday, 7:45 a.m. to 3:45 p.m. for 12 months and includes evening and weekend responsibilities as needed. The expected salary range is \$40,000 to \$45,000.

The following are the primary expectations for this position:

- ❖ Provides on demand customer service to all faculty and staff
- ❖ Manages admin level membership of users especially for Google Admin Console
- ❖ Utilizes the Veracross (student information system) database
- ❖ Deploys new computer equipment and other hardware as needed
- ❖ Assists with inventory of assets and keeps inventory up to date
- ❖ Troubleshoots hardware issues and other equipment issues, then facilitates repairs of devices and refers out when necessary
- ❖ Installs software applications and updates for Chromebooks (students), Macbooks (teacher) and iPads as needed
- ❖ Sets up, manages, and returns technology (computers, projection, recording) when needed for meetings and events
- ❖ Manages copiers, including the vendor relationship, on-site troubleshooting, and copier toner and supplies
- ❖ Creates and tests accounts for new users in classroom software
- ❖ Creates and utilizes a ticket system for help desk tracking and analyzes trends

- ❖ Works with the Director of Finance on ordering needed equipment (devices, cords, chargers, etc.)
- ❖ Supports our shared campus partners: Horizons at St. Richard's and Trinity Episcopal Church

The requirements for this position include:

- ❖ Support the mission and values of St. Richard's Episcopal School internally and externally.
- ❖ Experience in technology work, especially with customer service and/or help desk roles.
- ❖ An inquisitive mind and bias toward acting to help solve problems.
- ❖ Ability to work independently and flexibly in a fast-paced environment, demonstrated time management, and priority setting skills.
- ❖ Proficiency with or willingness to learn necessary software and other technology required to perform the job.
- ❖ Shall perform all other duties upon assignment.

ST. RICHARD'S IS AN EQUAL-OPPORTUNITY EMPLOYER

It is St. Richard's policy to provide equal employment opportunities to all qualified persons without regard to race/ethnicity, color, religious belief, sex, gender identity, age, national origin, genetic information, disability, veteran status or any other status protected under applicable local, state, or federal law. St. Richard's is committed to fostering a community where all people are respected, valued, treated equitably, and expected to share the responsibility of upholding diversity, equity and inclusion.

APPLICATION INSTRUCTIONS

Interested applicants should complete an [application](#) which includes uploading a resume and cover letter.

WHY ST. RICHARD'S

St. Richard's Episcopal School is the only Episcopal school in the state of Indiana. All are welcome and can find belonging at St. Richard's. Since 1960, St. Richard's has been providing a diverse and international student body with an excellent academic foundation rooted in Episcopal values. Our students are encouraged to ask questions, use reason, and learn wisdom, compassion and humility as they practice the skills they need to be global citizens. Students learn to have honest and respectful dialogue across lines of disagreement and difference as they prepare for lives of leadership and civic responsibility.

Faculty and staff at St. Richard's build lasting relationships with students and families as they implement inquiry-based and talent development curriculum to meet students where they are and encourage students to stretch and grow in a safe space. Faculty and students benefit from our location in the heart of Indianapolis with many field experiences and partnerships for learning and service.

Other benefits include enjoying lunch at The Dragon Cafe, which includes a hot lunch, salad bar, fresh fruit and vegetables, and a deli bar with bagels and yogurt. Health, dental, and vision insurance, and retirement plan.

Our alumni consistently are accepted to the high school of their choice and many earn merit based scholarships. Students graduate with a knowledge and understanding of our five pillars for success: Civic Responsibility, Leadership, Faith, Classic Curriculum, and Global Readiness. Students are well prepared for their next stage in life with knowledge and values for a lifetime.