



**Contact:** Marissa Green  
Director of Information Technology Services  
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# HELP DESK ANALYST

**Department:** Information Technology

**FLSA:** Exempt

**Reports to:** Director of Information Technology Services

**Schedule:** Full time; 12 month

**Designation:** Staff

**Travel:** Rare

## POSITION SUMMARY

As a member of the Department of Information and Technology, the Helpdesk Analyst is responsible for providing exceptional IT support to faculty, staff, students, parents, alumni, and guests. The Helpdesk Analyst provides first and second-tier IT support to our school community. This includes troubleshooting hardware and software issues, resolving network problems, and managing IT assets. Using strong customer service and problem-solving skills, this position works independently and collaboratively to deliver timely solutions. Additional responsibilities may be assigned as needs arise.

## DUTIES AND RESPONSIBILITIES

- Provide excellent customer service to students, parents, faculty, and staff throughout the building. This may include phone, email, in-person walk-ins, classroom, and special event support.
- Triage support tickets that come in and follow the tickets through to completion. This will include following up with other tech staff to close tickets or escalate them to the systems administrator and lead systems administrator as needed.
- Provide backup support for walk-ins to the library - including helping students check out books, print, or locate library craft supplies.
- Document resolutions and commonly asked for tech requests to build a knowledge base repository.
- Works exceptionally well independently and collaboratively.
- Ability to help with device management of computer and mobile devices, including inventory, build, maintenance, upgrades, and application packaging (if needed).
- Ability and interest to learn about monitoring systems and provide a backup review of server/network availability alerts, error alerts, resource alerts, and network bandwidth. Help to optimize data for accuracy.
- Ability to prioritize multiple tasks, set timelines for task completion, communicate status and roadblocks to completion, and ask for help when you need help prioritizing.



- Ability to identify tech problems that are happening across 3 or more devices, gather information, and communicate problems to the tech team in a timely manner.
- Responsible for working as part of a team, including cross-training others within the IT department, documenting knowledge base articles for internal use, and creating transparency in the work being performed through project tracking and incident tracking software.
- Positively influence the culture and dynamics of the team through problem-solving, modeling, and encouraging team members to excel in the work being performed.
- Stay current with relevant advances in Information Technology in K-12. Develop and follow best practices and share knowledge.
- Network with other IT professionals in K-12 Independent schools and use this network for benchmarking, trend analysis, and troubleshooting/problem-solving.
- Be an active part of the Information Technology team's communications, planning, and strategy through active participation in team, project, and strategy meetings.
- Other projects and tasks as assigned by the Director.
- Performs other duties as assigned.

## **SKILLS AND EXPERIENCE REQUIRED**

- 2+ years experience demonstrating strong task prioritization and completion, adhering to workflow processes, and positively contributing to a team environment.
- 2+ years experience demonstrating strong customer service skills
- Demonstrated ability to problem-solve technical issues, learn new and emerging technology, and creatively find answers using local, online, and vendor resources.
- Fundamental knowledge of major desktop software applications and networking concepts across MacOS, Windows, and one or more mobile device operating systems.
- Familiarity in Windows server administration and scripting
- Demonstrated ability to work collaboratively and communicate effectively in both verbal and written communication
- Proficiency in software applications for word processing, spreadsheets, presentations, Web publishing and navigation tools, and email.
- Experience working in an educational environment
- Experience writing technical and knowledge base documentation
- Experience with a variety of productivity applications

## **PHYSICAL REQUIREMENTS TO PERFORM THE ESSENTIAL FUNCTIONS**

- Office environment.
- Repetitive motion, keyboard use.
- Occasional light lifting and carrying.
- Regular standing, stooping and walking to various locations on Greenhills campus.
- Greenhills School property is a tobacco-free environment.



## HOW TO APPLY

Interested candidates should submit a cover letter with resume to Marissa Green, Director of Information Technology and Services; [mgreen@greenhillsschool.org](mailto:mgreen@greenhillsschool.org); No phone inquiries please.

## ADDITIONAL INFORMATION

**Compensation:** Salary is competitive, commensurate with experience and education level, and includes lunch when school is in session. Greenhills provides a comprehensive benefit package, which includes a variety of health insurance offerings, dental, vision, life, and short- and long-term disability offerings, HSA/FSA options, and retirement benefits through TIAA.

The essential functions and basic skills have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This position description is subject to change at any time.

Greenhills School is an Equal Opportunity Employer.

Greenhills School does not unlawfully discriminate on the basis of age, gender, religion, race, color, sexual orientation, gender identity, genetic information, disability, or national or ancestral origin in the administration of its educational policies, scholarship and loan programs, athletic and other School-administered programs, or in the administration of its hiring and employment practices.