



Overview: Richmond Montessori School seeks a part-time Technology Support Associate who will work in close collaboration with the administrative and faculty teams, and in partnership with the school's IT support service contractor to identify, problem-solve and effectively address any issues and concerns to improve the quality of IT services and experience for RMS students, faculty, staff and visitors. The Technology Support Associate (TSA) provides support to the school community through effective coordination of the school's information technology systems, and oversees the daily activity and basic maintenance of the onsite network, devices and cloud services with support of the IT support service.

Essential functions, duties, and responsibilities:

- Provides superior service and support to RMS stakeholders for all technology based platforms, software and hardware, responding to user calls/trouble reports reaching out to those users to troubleshoot the nature of the problem and taking the necessary course of action to solve it.
- Provides technical support to faculty and staff with daily operations including printers, copiers, promethean boards, doc cameras and other classroom/functional technologies.
- Implements enhancements, upgrades, and maintenance of the RMS network, hardware & software and website as requested by the IT support service and the Head of School.
- Partners with the IT support service to ensure system security and performs server maintenance and back up as needed.
- Provides ongoing training for, and assists faculty and staff throughout the school year so they become familiar with the basics of the school's network and computer systems, e-mail, telecommunications, Internet and online services including the Google Apps for Education as needed.

Qualifications:

Minimum of a high school diploma plus 3 years of work experience in a related field which demonstrates the ability to perform the duties and responsibilities as described. Ability to

demonstrate creativity, curiosity, and analytical thinking required. Preference given to those with experience in a school setting. Strong communication skills required. Track record in the exercise of sound judgment, discretion, and confidentiality

School Description: Located in Richmond, Virginia, Richmond Montessori School (RMS) is a non-profit 501(c)(3) independent school serving approximately 300 students aged 18 months-14 years, on two adjacent campuses incorporating almost eight acres of beautiful green space. For over 50fifty years RMS has remained dedicated to providing an authentic Montessori education in a student-centered environment and has remained true to the mission of its founders and the principles of Dr. Maria Montessori. We are committed to providing a high fidelity Montessori education in the metro-Richmond area, and are proud of our dual accreditation with the American Montessori Society and the Virginia Association of Independent Schools. Our dynamic team includes 60 sixty dedicated, energetic, and passionate staff who are fully committed to our core values: Character, Community, Authenticity, Respect, and Excellence.

Interested and qualified candidates may submit a letter of interest along with a current resume and three references to careers@richmont.org.