



Position Available: Technology Specialist

Jack & Jill Center is a nonprofit 501(c)(3) community-based organization that provides comprehensive, holistic, wraparound support services to children of high-need parents who work or attend school in order to improve their wellbeing and quality of life. Established in 1942 as a nursery school by the Junior League of Greater Fort Lauderdale, Jack & Jill Center is the oldest nonprofit provider of early childhood education in Broward County, and at our core, our critical work has remained the same since our inception: we continue to serve families—primarily women-led households, educate children, and both support and advocate for families and our community.

Jack & Jill Center's Madelaine Halmos Academy (MHA) is a private elementary school, serving kindergarten through 5th grade students. Educators, staff and volunteers work together to create a safe, academically challenging and socially supportive environment for all learners. MHA's unique program nurtures the whole child by combining academic, social-emotional, and wellness elements to ensure a highly-effective educational experience.

POSITION DESCRIPTION AND JOB FUNCTIONS

The Technology Specialist is responsible for ensuring the technology needs of the organization are met by responding to requests for support from teachers, school administration and other team members. The Technology Specialist will perform basic troubleshooting of the hardware or software issues and determine a resolution. The Technology Specialist will also be responsible for minor repairs, maintaining an accurate inventory of technology assets and training of team members.

- Address technological requests promptly and efficiently.
- Review diagnostics and provide onsite assistance for other remote IT personnel.
- Perform basic troubleshooting and address issues promptly, or escalate them if they require external resources or equipment purchases.
- Execute minor repairs, installations, and software or hardware updates as needed.
- Responsible for maintaining an accurate inventory of technology assets.
- Determine annual purchasing needs of equipment for students and team members.
- Ensure equipment is prepped, cleaned and ready for the first day of school and new team members
- Develop IT related policies for end users.
- Identify opportunities for training and facilitate training to team members and students.
- Assist in the rollout of new software and with data input, as needed
- Other duties and projects as assigned by supervisor

POSITION REQUIREMENTS

- Ability to orally communicate effectively with others, with or without the use of an interpreter.
- Ability to communicate effectively in writing, using the English language, with or without the use of auxiliary aids or services.

- Ability to remain calm and composed in high pressure situations.
- Ability to stand for extended periods.
- Mobility to move around the school premises as needed.
- Capacity to lift and carry light objects, such as signage or equipment.
- Maintain open communication, confidentiality and professionalism at all times.
- Strong organizational skills and attention to detail.
- Excellent interpersonal and communication skills.
- Flexibility to work variable hours, including early mornings and occasional evenings for special events.
- A commitment to promoting a positive and inclusive school culture.
- Follow and enforce Center's policies and procedures at all time as listed in team member and parent handbooks.

POSITION QUALIFICATIONS

- Minimum of an Associate degree.
- Two to four years of relevant experience providing end user support across a variety of platforms (Windows 10 & 11, Chrome books)
- Knowledge of Windows 10, Windows 11 and Microsoft Office suite.
- Proficient in installing various software applications and network printers.
- Ability to work independently and prioritize workload.
- Excellent interpersonal, customer service and leadership skills.
- A valid driver's license and access to transportation.
- Authorization to work in the USA.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities, activities, and hours worked may change or be assigned at any time with or without notice.

SPECIFICS

- Title: Technology Specialist
- Team: Finance
- Reports To: CFO
- Salary: \$41,600 - \$50,000 annually
- Work Schedule: Monday to Friday, fulltime
- To apply, please submit an Employment Application by [clicking here](#).