

Hamlin Robinson School

WHERE LEARNING HAS NO LIMITS

Hamlin Robinson School TECHNOLOGY SUPPORT SPECIALIST

Hamlin Robinson School, located in the North Beacon Hill neighborhood of Seattle, Washington, is an independent, non-profit, accredited, state-approved, elementary and middle day school offering a comprehensive educational program to serve students with dyslexia and other language related difficulties. The core philosophy is that all children can reach their full potential given appropriate teaching methods and atmosphere. Hamlin Robinson School staff are dedicated to the mission and philosophy of the school, and demonstrate commitment to engaging with a community that values diversity, equity and belonging.

Position: Technology Support Specialist
Department: Administration
Reports to: Director of Technology
Job Classification: Full Time, 12-month exempt position

POSITION SUMMARY

Hamlin Robinson School is growing and preparing for our upcoming expansion. We are excited to add the position of Technology Support Specialist to our team. Reporting to the Director of Technology, the TSS is responsible for assisting the technology department with the day-to-day support of IT systems and services as well as providing database oversight, maintenance and management for school personnel. Under the direction of the Director of Technology this position manages the school's primary database (Veracross) and all its components. This role will assist with helpdesk support and will escalate requests as needed to other members of the technology department. The Database specialist will also assist the admissions, advancement, and academic administration.

Hamlin Robinson School values diversity and welcomes the unique contributions of people from all backgrounds, gender identities, learning styles, physical abilities, and sexual orientation. The person in the role of Technology Support Specialist will be committed to these values and the continual examination of policies and procedures, events, and communication.

RESPONSIBILITIES

- Support integration of the Veracross database as the primary school information system.
- Provide professional development for employees, in the form of training and step-by-step documentation
- Identify, document, and resolve data quality/data integrity issues.
- Develop, test, and document mappings and workflows for best practices
- Migrate, import, and export data
- Direct the work of others within the scope of the school information system
- Setup and manage Middle and Lower school schedules
- Manage data workflow, including data security, user permissions, single sign-on, and system integration
- Assess the needs of the school with respect to its systems and applications, and make recommendations for future technologies
- Act as webmaster for the school in assisting with login and user related issues

- Provide reports to key administrators as needed
- Plan, organize and supervise the operation of school databases
- Collaborate with school personnel to develop systems and processes for data collection and reporting
- Support and collaborate with other members of the technology team
- Other projects/tasks assigned by Director of Technology

QUALIFICATIONS

The ideal candidate will have most or all of the following qualifications and attributes. In addition, s/he must be able to adapt to a continually evolving environment and thrive in a deadline-oriented workplace. The ideal candidate will be collaborative, resilient, flexible, diplomatic, confident, patient, and possessed of a sense of humor and professional presence.

- Knowledge of PC/Mac computer platforms; software programs including word processing, spreadsheets, databases, applications & theory, multi-media presentations, and instructional software in various subject areas
- Familiarity with K-12 curriculum, instructional strategies, and the relationship of technology to these areas is a plus
- Current methods, practices, equipment, and supplies used in technology and instruction in a school setting.
- Principles and practices of administration, including office and personnel management and budgetary practices
- Current working methods and procedures used in technology
- Principles of systems analysis, network administration, and web pages
- KNOWLEDGE OF THE FOLLOWING TECHNOLOGIES IS A PLUS
 - o Veracross SIS
 - o Blackbaud/Whipple Hill
 - o Microsoft Windows Server 2012/2016/2019
 - o Microsoft Windows 10

COMPETENCIES

- Maintains current knowledge of techniques and best practices in education and technology, and takes advantage of other professional development opportunities
- Maintains a positive attitude and connects well with students, staff and families in the midst of challenges and learning obstacles
- High level of professional regard, confidentiality and etiquette in all communications (email, phone, in-person)
- Ability to interact effectively with parents and various levels of the School
- Ability to prioritize, organize and efficiently manage multiple projects

This description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. All personnel may be required to perform duties outside of their normal responsibilities to meet the ongoing needs of the school.

TO APPLY

Please submit a resume and cover letter to:

Max Beron, Director of Technology, He/Him

Hamlin Robinson School

E-mail: jobs@hamlinrobinson.org with "Technology Support Specialist" in the subject line.

Hamlin Robinson School is an Equal Opportunity Employer**Mission**

Hamlin Robinson School ignites the academic and creative potential of students with dyslexia and other language-based learning differences.

Vision

The world class educational program at Hamlin Robinson School is a catalyst for students to discover the joy of learning within a rich, comprehensive school experience.

Core Values

Respect: We show appreciation and acceptance for ourselves, our community, and our learning.

Responsibility: We show integrity and accountability for our choices.

Purpose: We show dedication and resolve through our actions.

Perseverance: We show commitment and resilience in all our endeavors.