



JOB TITLE	IT Assistant
LOCATION	Ortega (San Francisco), may travel to other campuses: Sausalito & Ashbury
REPORTS TO	IT Director
TYPE OF POSITION	Full-Time, Non-Exempt, Open until filled

OVERVIEW

- We have an opportunity for an energetic and user-friendly IT Assistant to join our team.
- We are looking for a well-rounded tech that is willing, has the right skill set, and has the right attitude.
- Located in San Francisco, LFSF is a French Immersion, independent, co-educational, college preparatory day school of 870 students in grades preK-12. For more information about our school, please visit: www.lelycee.org

RESPONSIBILITIES

- Keep computer equipment, hardware, and software updated to meet our school needs.
- Provide IT support: help users with all computer/network-related issues in-person, over the phone, and using our online ticketing system
- Maintain and update Macbooks, Ipads, PCs, Chromebooks, Apple TVs, Projectors, and any IT-related equipment.
- Manage all equipment in Meraki and Mosyle: add/remove privileges, applications, Inventory Management.
- Provisioning Equipment for Exams
- Manage Google Workspace
- Proven knowledge of docs, sheets, and online databases
- Experience with printer and drivers installation.
- TCP/IP understanding
- Experience with remote management of client computers.
- Cellphone Management
- We currently use the following apps and technologies:
Zoom phones /conferencing, Securly, Finalsight, Veracross, Magnus Health, Blackbaud, Pronote, Mosyle, Meraki, Google Workspace, MS office

QUALIFICATIONS

- Proven ability to work well within a team and independently
- Ability to understand users' problems and ask appropriate questions for clarification
- Excellent documentation ability to maintain accurate records
- Must be able to describe the solutions to computer problems in a way that a nontechnical person can understand
- Bachelor's or Associate degree in IT or a related field
- Minimum two years of professional experience in the field.

PERSONAL SKILLS

- Able to successfully multitask and prioritize service issues
- Exhibit solid written and oral communication skills
- Have strong interpersonal skills
- Strong customer-service focus and supportive, helpful, patient attitude
- Be detail-oriented
- Fluency in the English language and good command of French but not mandatory
- Ability to lift and move boxes up to 40 LBS frequently.

Salary is commensurate with level of education and experience.

Excellent benefits package which includes vacation, medical, dental and vision coverage, long term disability and retirement benefits.

The successful applicant will be required to provide proof of authorization to work in the U.S. and to comply with fingerprint check.

Interested candidates should send their cover letter, CV/resume, and references via:

<https://www.lelycee.org/about/jobs>

The Lycée Français de San Francisco is an Equal Opportunity Employer. All qualified applicants are encouraged to apply. Employment contingent upon successful completion of background investigation. Direct candidates only. This position does not include any relocation assistance. No phone call please.