



Maplewood Richmond Heights School District

2531 S Big Bend

St. Louis, MO 63143

(314)644-4400 Fax: (314)781-3160

Employment Opportunity for the 2025-2026 School Year

Technology Specialist

Supervisor:

Technology Coordinator

Primary Responsibilities:

Responsible for day to day troubleshooting and ticket work and for managing and tracking repairs for all student and staff technology. If appropriate, manages the student help desk and supports repair efforts. Initiates and tracks external repairs and, along with the IT manager, manages the help desk tickets.

Qualifications/Experience:

- Five or more years of technology-related experience.
- Knowledge and experience with current computer hardware and software applications.
- Experience and knowledge of technologies in an educational setting.
- Experience with hardware, peripherals, telecommunications and operating software.
- Demonstrated expertise for installation and repair of computer hardware.
- Strong troubleshooting skills and attention to detail.
- Educational technology systems and procedures.
- Perform skilled preventive maintenance, repair and installation work.
- Perform customer support and assist with Help Desk duties.
- Develop strong documentation on best practices

Terms of Employment:

Full-time, Twelve-month employee

Essential Functions:

- Troubleshooting and Technical Support: Provide day-to-day troubleshooting for hardware, software, and network-related issues affecting students and staff. Respond to and resolve help desk tickets in a timely and professional manner. Escalate complex issues to the Technology Coordinator or external support services as needed.
- Repair Management: Manage and track all technology repairs for student and staff devices, including inventory updates. Initiate and coordinate external repairs when necessary, maintaining communication with vendors and service providers. Document repair histories and ensure accurate record-keeping for district technology assets.
- Help Desk Operations: Collaborate with the IT Manager to manage the district's help desk system, ensuring tickets are logged, assigned, and resolved efficiently. If applicable, oversee a student help desk program, providing training and support to student workers and ensuring their contributions align with district standards.

- Collaboration and Communication: Work closely with the IT Manager, educators, and administrators to prioritize and address technology needs. Provide updates and reports on ticket resolution and repair activities as requested. Assist with technology deployment, upgrades, and maintenance as needed. Contribute to the technology knowledge base.
- Documentation and Best Practices: Maintain detailed documentation of troubleshooting processes, repair procedures, and device configurations. Contribute to the development and adherence to technology knowledge base.

Physical Requirements and Working Conditions:

- Requires the mobility to stand, stoop, reach and bend. Requires mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Perform work which involves the frequent lifting, pushing and/or pulling of objects which may approximate 50 pounds and may occasionally weigh up to 100 pounds.
- Other duties as assigned

Any qualified person who would like to be considered as a candidate for this position should apply online at:

<https://www.applitrack.com/mrhschools/onlineapp/>

“Notice of Non-Discrimination”

The Maplewood Richmond Heights School District is committed to maintaining an educational and workplace environment that is free from discrimination, harassment, and retaliation in admission or access to, or treatment or employment in, its programs, services, activities and facilities. The District is committed to providing equal opportunity in all areas of education, recruiting, hiring, retention, promotion and contracted service.

In its programs and activities, the District does not discriminate on the basis of race, color, national origin, ancestry, religion, sex, disability, age, genetic information, or any other characteristic protected by law and as required as required by Titles VI and VII of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975 and Title II of the Americans with Disabilities Act of 1990. In addition, the District provides equal access to the Boy Scouts of America and other designated youth groups. Further, no person shall be excluded from participation in, be denied the benefits of, or otherwise be subject to discrimination based on the above listed characteristics under a school nutrition program for which the District receives federal financial assistance from the U.S. Department of Agriculture (USDA Food and Nutrition Service).

The following person is designated and authorized as the District’s Non-Discrimination and Title IX Coordinator to coordinate compliance with the laws identified above, including to handle inquiries or complaints regarding the District’s non-discrimination policies:

Dr. Shonda Ambers-Phillips, Assistant Superintendent 2650 S Hanley Road Suite 300, St. Louis, MO 63144 314-644-4400 shonda.ambers-phillips@mrhschools.net

For information regarding how to report or file a claim of discrimination, harassment, or retaliation, see Board of Education Policy AC. Policy and Regulation AC shall govern

the grievance procedures, process, and response for complaints and concerns by parents, patrons, employees, or students of the District related to discrimination, harassment, or retaliation on the basis of race, color, national origin, ancestry, religion, sex, disability, age, genetic information, or any other characteristic protected by law.

Inquiries or concerns regarding civil rights compliance by school districts should be directed to the local school district's Non-Discrimination and Title IX Coordinator. Inquiries and complaints may also be directed to the Kansas City Office, Office for Civil Rights, US Department of Education, 8930 Ward Parkway, Suite 2037, Kansas City, MO 64114; (816) 268-0550; TDD (877) 521-2172.

Posting: 04/18/2025

***MRH School District reserves the right to close any job posting when a suitable applicant has been found before the deadline date.**