Rockway Mennonite Collegiate invites applications for the full-time position of Technology Support Specialist. Rockway is a Christian educational community, home to over 280 students, Grades 7-12, who make up a diverse student body. Our desire is that students and graduates will build wonder through inquiry based learning, build respect through growth in faith and character, and build bridges as they practice becoming responsible, globally-minded, compassionate and reflective learners (rockway.ca).

The Technology Support Specialist supports staff, teachers and students with their ongoing IT needs. They understand hardware and software use in the educational environment and connect with the school community to solve issues and develop innovative solutions. A desire to help people and understand their needs is as important as knowledge. The Technology Support Specialist is a key team member who collaborates with and provides customer service both in the learning environment and for the organization.

The successful candidate will:
- Understand and commit to Rockway’s mission
- Collaborate as a member of the Rockway Team
- Thrive working in an active school environment
- Be passionate about helping others
- Commit to continuous learning and improvement
- Develop strong inter-personal relationships with teachers, staff and students
- Provide technology support for all areas of the school: help desk, academic program, core business, network and infrastructure, and end user hardware

Required Experience and Skills:
- 2+ years’ experience supporting IT in an educational environment
- Certifications in Server and Network Support
- Familiarity with Microsoft Server, Windows, Mac, Chromebooks, GSuite, Active Directory, and Hyper-V
- Proficiency in English, excellent written and verbal communication skills
- Ability to translate technical information into easily understood concepts
- Ability to effectively manage multiple tasks in a fast-paced environment
- Respect for confidentiality of information

Working Conditions:
- Includes office tasks and hands-on service tasks
- May include lifting and carrying (up to 34 kg/75 pounds)
- May include occasional evening hours

An acceptable Police Vulnerable Sector Check is required.

Rockway is committed to accommodating applicants with disabilities throughout the hiring process and to maintaining an inclusive work environment. Please let us know at the time of contact if you require accommodation and provisions will be arranged.

Resumes and cover letters are to be submitted to employment@rockway.ca. Applications will be accepted through December 31, 2020.