



WHEELER

Position: **IT & Help Desk Coordinator**

Start Date: August 2023

Reports to: Director of IT

The Wheeler School, a co-ed, N-12 independent day school with city and farm campuses serving approximately 800 students in the Greater Providence and Greater Boston areas, is seeking an **IT & Help Desk Coordinator** to join our Operations team.

Ideal candidates for faculty and staff positions at Wheeler are people with a sense of humor, warmth, and humility. They are excellent communicators, with empathy for others and an ability to listen and respond with good intuition and colleagues' help. They are ambitious and hard-working, committed to supporting students by offering help and creating new opportunities. Ultimately, they love to spend their days with young people and enjoy all that the Wheeler community - creative, energetic, dynamic, and diverse - has to offer.

This position will provide hands-on support and management for our IT department. The position will work primarily at the school's Providence campus, but will also work at the Farm campus as needed, including during the summer. Essential responsibilities include, but are not limited to:

- Managing/tracking of all technology assets.
- Assisting with the management of Google WorkSpace accounts and devices.
- Assisting with the management of Active Directory accounts and devices.
- Assisting with the management of Student Information and Learning Management Systems.
- Providing basic support for hardware and software repairs (for all in-house systems including: laptops, Chromebooks, desktops, peripherals, and all technology equipment)
- Reporting on Hardware, Software, Subscription records.
- Managing expenditures for IT office supply, campus IT peripherals, and software subscriptions.
- Providing data for state reports, i.e., E-Rate, Benchmark survey, annual audit, etc.
- Managing records of all printers and copiers (working with our printer vendors).
- Managing the use of Malwarebytes (anti-malware).
- Assisting in the overseeing of the Brightly Help Desk application and responding to instructional and technical requests from end users.
- Supporting Providence, Farm & Cityside campuses.
- Assisting in the management and deployment of Mitel Phones.
- Setting up, troubleshooting and facilitation of A/V needs for meetings, classes, events, etc.

The ideal candidate will have these professional characteristics and qualities:

- 3 to 5 years of relevant experience

- A minimum of a bachelor's degree is preferred
- Strong communication and interpersonal skills
- Superb customer service
- Self-starter and attention to detail
- Patience and flexibility
- Strong organizational and time management skills
- Willingness to jump in and help department members, faculty, and staff

This is a 12-month position. To learn more about Wheeler, please visit www.wheelerschool.org and our [Careers](#) page.

How to Apply: Interested candidates should send a cover letter and resume by August 31st to Joe Scanlon, Director of IT, at joescanlon@wheelerschool.org and cc careers@wheelerschool.org.

Statement on Diversity and Cultural Competency At Wheeler

We actively seek students, faculty, and staff from diverse backgrounds in the belief that a broad range of experiences and viewpoints enhance learning, enriches life on campus, and better prepares us all for full participation in a pluralistic, democratic society. We seek to further the overall diversity and cultural competency within our community through hiring. Salary to be determined based on experience and education. *The Wheeler School is committed to a policy of nondiscrimination and equal opportunity for all employees and qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity or expression, age, national origin or disability, and any other category protected by federal, state or local law.*

About The Wheeler School:

Founded in 1889 by visionary artist and educator Mary C. Wheeler, The Wheeler School is an N-12 independent day school of approximately 800 students from throughout Greater Providence and Greater Boston. Wheeler's mission, "to learn our powers and be answerable for their use," is incorporated into our classrooms, athletic fields, art studios, and STEAM labs, as students are encouraged to think deeply and explore the world on and beyond our two campuses in the College Hill neighborhood of Providence, Rhode Island and our 120-acre farm in Seekonk, Massachusetts. Across Wheeler's campuses and grades, dedicated faculty and staff identify students' learning path and passions, challenging and supporting them in pursuit of academic excellence, artistic expression, and personal growth. Our graduates are prepared for college and life as creative, ethical, and engaged global citizens. Wheeler is also home to The Hamilton School, where skilled faculty meet students' learning differences with the individualized instruction that leads to success.