



Position: Technology Support Specialist II

Location: Ann Arbor, MI

Job Type: Full Time / Hybrid

DESCRIPTION

We're looking for a Technology Support Specialist II to join our small but mighty tech team! This role is perfect for someone who's tech-savvy, curious, patient, and great with people. You'll be juggling tasks, solving problems, and helping others feel confident and supported, whether you're walking a parent through a login issue or figuring out how to make a new tool work better for our staff. Clear communication, a calm presence, and a love for learning will take you far here.

About Us

We're a global homeschool-based hybrid school (phew!) with our roots in Ann Arbor. Our students, families, and staff span time zones and cultures, so we're looking for someone who's comfortable working across differences, staying flexible, and jumping in wherever needed. You don't need to know everything, but you do need to be the kind of person who's willing to learn, adapt, and follow through with care and attention to detail.

If that sounds like your kind of role, we'd love to hear from you!

EXAMPLES OF CORE RESPONSIBILITIES

- Primary responsibilities:
 - Routine updates on Clonlara-owned computers.
 - Onsite and offsite (virtually) network support of computers, phones, WAPs, printers, video conferencing systems\setups and general peripherals.
 - Technical support and training for both Microsoft and other applications.
 - Develop and update software user guides used by staff and families.
- Build and maintain working relationships with staff, families, and vendors.
- Regular collaboration and communication with team members.
- Support improvements and help create a culture of continuously improving Clonlara's programs within budgetary guidelines.
- Provide technical support to enrolled families and staff by managing help desk tickets, responding to requests, and ensuring timely resolution.
- Report software issues and potential improvements to appropriate team members.
- Provide additional assistance to team members on various projects, as needed.
- Attend departmental, staff, and vendor meetings, as requested.
- Maintain an awareness of overall IT policies and goals.
- Maintain and coordinate vendor relationships to support systems such as Wi-Fi, phones, security, and other technologies.



QUALIFICATIONS

The ideal candidate will have a college degree, and a minimum of three (3) years' experience in IT systems, or an equivalent combination of education and experience sufficient to perform the essential duties of the job as listed above. The candidate will have also demonstrated the following attributes and abilities:

Technical Support & Troubleshooting

- Strong knowledge of hardware and software troubleshooting (Windows, Mac, mobile devices).
- Experience using a ticketing system to respond to and resolve help desk tickets in a timely manner.
- Image, configure, receive, set up, and ship hardware (laptops, phones, accessories) using standard operating procedures.
- Coordinate with vendors for warranty claims, repairs, and troubleshooting.
- Experience configuring and managing Microsoft Intune and Microsoft 365

Technology Awareness & Strategic Insight

- Broad understanding of technology and applications at a macro level.
- Interest in technology trends and shifts, with an eye toward their potential benefit to Clonlara.

Communication & Interpersonal Skills

- Exemplary communication skills
- Ability to work well with a team and independently

Professionalism & Work Ethic

- Time management skills: organizing work, setting priorities, meeting deadlines, and following through with minimal supervision.
- Ability to maintain a high level of confidentiality.

HOURS AND PLACE OF EMPLOYMENT

The IT Support Specialist II is a hybrid full-time position. Regular work hours are between 8:00 a.m. and 5:00 p.m., Monday through Friday. Regular onsite work will be required at Clonlara Schools's Ann Arbor location.



Hours and work location will be determined by mutual agreement between the employee and Technology Manager.

How to Apply

Attach a **cover letter** (required) to the first page of your **resume** in PDF or MS Word format and submit by **August 3**. Please be sure to

- Use your cover letter to address how your prior experience aligns with the requirements for this position.
- Share any relevant examples of your work, if available.