Position: Technology Support Specialist

Location: Ann Arbor, MI (Hybrid)

Job Type: Part Time/ Hourly (Non-Exempt)

DESCRIPTION

Clonlara School is seeking a part-time Technology Support Specialist to provide technical support for our staff, students, and families while also assisting with small technology projects. This role is designed for an experienced support professional who will share support responsibilities, troubleshoot hardware and software issues, and provide on-campus and remote technology support. The Support Specialist ensures day-to-day support runs smoothly and contributes to the overall effectiveness of Clonlara's technology resources.

About Clonlara

Clonlara School is an accredited, K–12 nonprofit school based in Ann Arbor, MI, and serving students both locally and around the world. What started as one small school in 1967 is now a global learning community with 2,300+ students in 80+ countries, services in six languages, and a staff of 90+ professionals spread over nearly every continent.

At Clonlara, we cultivate a joyful Culture of Trust built on teamwork, adaptability, generosity, and shared purpose. Grounded in our core values, we grow together in a supportive, mission-driven environment that embraces change and inspires lifelong learning.

Core Responsibilities

- Respond to and resolve support tickets, ensuring timely support for staff, students, and families
- Troubleshoot hardware, software, and Microsoft 365 application issues (Outlook, Teams, SharePoint, OneDrive)
- Prepare, configure, and maintain Clonlara-owned devices such as laptops, phones, and peripherals, ensuring proper setup, deployment, and shipping when required
- Provide technical support for classroom and office technology, both on-campus and remotely
- Maintain accurate device inventory records and coordinate warranty claims and vendor support for hardware
- Support onboarding and offboarding logistics, including device setup and returns
- Document recurring issues and develop clear FAQs, guides, and knowledge base articles
- Assist with small technology projects such as equipment quotes and tool testing

Qualifications

The ideal candidate will have an associate or bachelor's degree (preferred) and at least three (3) years of professional technology support experience, or an equivalent combination of education and hands-on

experience sufficient to perform the essential duties of the job. The candidate will also demonstrate the following:

- Strong troubleshooting skills across Windows, Mac, and mobile devices (iOS and Android)
- Experience using a ticketing system
- Hands-on experience configuring and deploying laptops, phones, and peripherals
- Strong cross-cultural understanding, the ability to communicate with diverse populations, and a collaborative, non-judgmental approach to individual circumstances, preferences, and choices.
- Excellent written, verbal, and virtual communication skills.
- Time management skills, including: Organizing one's own work, coordinating projects, setting priorities, meeting deadlines, and following up on assignments with a minimum of direction.
- Proven ability to maintain a high level of confidentiality.
- Demonstrates openness to coaching, readily accepts direction, and collaborates effectively with supervisors and colleagues.
- Shows a strong commitment to teamwork and collaboration within a service-oriented environment.
- Command of the English language, verbally and in writing.

Hours and Place of Employment

This is a part-time, hybrid remote position. Regular work hours are between 7:00 a.m. and 6:00 p.m., Monday through Friday, with required on-site work at Clonlara's Ann Arbor location. Specific hours and work arrangements will be determined in agreement with the Technology Manager.