



Bluebonnet

Home Scholars Collaborative
flower forth

Job Description

Technical Support Specialist

Job Title:	Technical Support Specialist
Work Hours:	Part time, salaried, academic term
Supervisor:	Head of Faculty & Executive Director/Head of Academics
Desired Start Date:	August 1, 2024

Overview:

The Bluebonnet Home Scholars Collaborative (BHSC) Technical Support Specialist works with the Executive Director/Head of Academics, the Campus Operations Manager, and the BHSC staff and teaching team to support staff, students, and families in the use of class-related technological tools. The BHSC Technical Support Specialist oversees the implement of digital classroom learning tools, created student user accounts, supports teachers and staff, and communicates with parents as needed for successful implementation of digital resources.

Core Characteristics Needed:

The core characteristics needed for successful fulfillment of job responsibilities are listed below:

Tenacity: The successful candidate demonstrates determination and tenacity both in pursuing on-going learning and growth and in serving and caring for fellow members of the community.

Collaboration: The successful candidate respects the intrinsic dignity and worth of each individual and honors others in all their interactions by listening well and offering honest, direct communication in a spirit of true collaboration.

Freedom: The successful candidate embraces the ecumenical Trinitarian community of BHSC and respects the freedom and potential of students, parents, and fellow staff members.

Wonder: The successful candidate shares the BHSC vision for Christian home education grounded in both classical tradition and contemporary research and aimed toward wonder, knowledge, love, and action.

Professionalism: The successful candidate demonstrates high standards of professional behavior, prioritizes and pursues clarity and organizational health, and continuously seeks to increase competency and understanding.

Areas of Responsibility:

The primary areas of responsibility include, but are not limited to the following:

- Supporting and instructing faculty, staff, students, and families in the use of Google Suite services for communications and instruction. The technical support specialist will conduct a tech orientation for faculty and staff at the start of the school year and provide individual supervision and assistance for all teachers in implementing the Google Suite services we utilize at BHSC. The primary Google services utilized at BHSC include Google Classroom, Google Contacts, Google Calendar, Google Drive, and Google Workplace administration (creation and management of faculty and student accounts).
- Supporting and instructing faculty in the use of other technology for assessment, curriculum development, and collaboration. Specific technologies include Dropbox, Microsoft Word, and Microsoft Excel.

- Assisting students and families in use of BHSC technology; responding to questions in a timely fashion and troubleshooting student access to Google Classroom and other services. The technical support specialist will conduct a basic technology orientation for all families at the start of the school year and communicate regularly with instructors about students' use of technology.
- Maintain familiarity with current Internet safety guidelines and effectively monitor student access to Internet services via their BHSC accounts.
- Be familiar with BHSC policies and procedures in order to facilitate the maintenance of an orderly and respectful learning environment. Take appropriate action when confronted with misconduct. Communicate with the Executive Director, Campus Operations Manager, and the parents regarding student behavior, progress, and development.
- Attend three (3) days of all-staff in-service (tentatively Aug. 6, 2024, and Jan. 14 and May 20, 2025).
- Attend and participate in the Student Orientation & Meet the Teacher Event on August 20, 2024.
- Participate in Assembly on Tuesdays/Fridays, from 11:55-12:05 p.m., if on campus and available.
- Attend and participate in instructor/staff meetings and development activities as requested; be a model for students of ongoing learning in a collaborative learning community.
- Promote and be proactive in furthering the ministry of BHSC.
- Maintain a lifestyle in consonance with sound Christian principles and the values of BHSC.
- Model disciplined habits of sentiment and volition, love and action, that embrace the Good, the True, and the Beautiful.

Qualifications:

- Must have self-initiative and excellent interpersonal and communication skills
- Must be flexible, trust-worthy, and professional
- Must have good organization, computer, and record-keeping skills
- Must have working knowledge of Google Classroom, Gmail for Education, Google Workspace administration (user management; access to services; creation and management of accounts) and other G-Suite services
- Must have working knowledge of Excel: Formatting sheets, duplication, editing shared documents, instructing and supporting faculty and staff in use of Excel
- Must have basic working knowledge of WordPress: editing pages, creating links, organizing menu items, uploading and managing files

Non-Discrimination Policy:

It is the policy of Bluebonnet Home Scholars Collaborative (BHSC) to make all employment-related decisions for its employees and applicants in accordance with all applicable federal, state, and local laws and regulations and without regard to race, color, national origin, age, sex, or disability. BHSC hires individuals who are committed to supporting BHSC's beliefs as expressed in the BHSC by-laws and family enrollment agreement. BHSC will employ only persons who are authorized to work in the United States.