



**ST. PIUS X HIGH SCHOOL**  
Dominican Sisters of Houston ★ 1956

St. Pius X High School is seeking a talented Technical Support Coordinator to serve as the first layer of student, parent, and faculty technical support. The position manages the Technology Office ticket queue either resolving tickets as possible or assigning them to other team members. The position ensures a quick response to computing or printing issues whether via in-person assistance or managing helpdesk tickets. It oversees the management of desktop computers and printers via online tools such as Microsoft Intune and HP Webjet Direct.

The position develops a broad-based knowledge of the computing needs and issues at St. Pius X High School and proposes solutions to repeated issues.

**Position:** Technical Support Coordinator

**Description:**

- Full time: (12 months) School Year per contract
- Reports to Director of Technology
- Schedule: 7:30 AM – 4:30 PM, Monday – Friday, plus scheduled events

**Primary Responsibilities:**

- Maintains school computers in a lab, classroom, or office environments
- Assists students, faculty, and staff with computing with technological difficulties or meeting setup
- Serves in the SPX Tech Deck to provide in-person help
- Manages the Zendesk ticket queue and works tickets to a solution as possible
- Works during summer months to ready the campus for the beginning of school year
- Learns key technology tools used on regular basis (ZenDesk, Blackbaud MySchoolApp, 365, Microsoft Intune, JAMF)
- Maintains school printing environment
- Maintains the school device inventory
- Creates and maintains user accounts in Microsoft 365
- Coordinate with Director of Technology on Microsoft Intune desktop management processes
- Serves on technology projects (as necessary) related to areas of responsibility
- Serves to resolve computing issues around the SPX campus
- Able to work evenings and weekends as necessary



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**Required Qualifications:**

- Associates Degree in a Technical Field
- Broad-based knowledge of computer maintenance and troubleshooting with an emphasis on Windows 10/11
- Ability to learn/administer complex technical tools (such as Microsoft Intune and JAMF)
- Ability to work respectfully with users who operate with a wide variety of technological skills
- Willingness to escalate issues to director or functional specialist as necessary

**Physical Requirement**

- Prolonged periods sitting at a desk and working on a computer
- Ability to navigate a large campus to assist people in their classrooms and offices
- Must be able to lift as much as 15 pounds at times.

To apply visit <https://www.stpiusx.org/about-us/employment>