Network Support Specialist

About Shefa:

The Shefa School is a Jewish community day school in Manhattan serving students in grades K-8 who benefit from a specialized educational environment in order to develop their strengths while addressing their learning challenges. We specifically serve students with language-based learning disabilities who have not yet reached their potential levels of success in traditional classroom settings. Shefa is a pluralistic community school, serving families across the range of Jewish involvement and observance. At Shefa, we believe that differences are a source of strength and that we are all enriched by the diversity of perspectives.

About the Position:

The Shefa School is seeking a skilled and service-minded **Network Support Specialist** to join our dynamic Technology Team. This full-time, year-round role is ideal for a collaborative, solutions-driven professional with a passion for reliable infrastructure and user-focused support. You'll report directly to the Director of Technology and play a vital role in maintaining and evolving our school's network, systems, and security environment.

Key Responsibilities:

- **Network & Systems Maintenance**: Monitor and manage servers, backups, firewalls, wireless access points (Cisco/Meraki), and cloud-based services (AWS, WordPress, Google Workspace, etc.)
- **Security & Reliability**: Detect, prevent, and respond to threats including malware and phishing; ensure systems are secure, stable, and up-to-date
- **Technical Support**: Deliver responsive, empathetic support to students, parents, and staff across varying levels of tech fluency
- **Hardware & Devices**: Maintain and troubleshoot end-user devices (Macs, Chromebooks, printers, VoIP phones, classroom A/V equipment including smartboards)
- **Vendor Coordination**: Collaborate with vendors for software/hardware deployment, troubleshooting, and ongoing support
- **Facilities Tech**: Assist with managing security cameras, access control systems, and other building-related technologies

- **Documentation & Strategy**: Maintain internal documentation for network infrastructure and support systems; contribute to long-term planning

Qualifications:

Required Experience & Skills:

- Proven success in a technical support or network/systems role
- Fluency in Apple ecosystems (macOS, iOS) and Google Workspace (Admin Console, ChromeOS, Drive)
- Strong command of networking fundamentals (TCP/IP, firewalls, switches, and VPNs)
- Experience with tools such as Mosyle MDM, Zendesk, Zoom, and Slack
- Excellent communication and interpersonal skills
- Highly organized with strong attention to detail
- Comfortable multitasking in a fast-paced, mission-driven environment

Bonus Points For:

- Familiarity with Windows environments
- Experience with classroom A/V hardware
- Knowledge of Veracross
- Prior work in a K–12 or educational setting

This role offers **meaningful work, professional growth**, and the chance to make a difference in the daily lives of students and educators. You'll join a warm, collaborative team where initiative is celebrated and development is supported.

The Shefa School is committed to the values of diversity, equity, and inclusion and ensuring a warm, welcoming, and nurturing environment for all. We are an equal opportunity employer and do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status. We especially encourage candidates from historically underrepresented communities to apply.

*Salary Range***:** $75,000–$90,000, commensurate with experience

Please send a cover letter and resume to: jobs@shefaschool.org