Director of Information Technology

2/22/17

Department: Technology
Supervisor: CFO/COO
Employee Classification: Exempt

Position Summary:

The Director of Information Technology provides overall strategic leadership of the school's information technology including management of services for the innovative and effective use of technology resources in support of the educational vision and operational excellence of the School. These responsibilities include establishing direction and accountability for all internal information technology including network and computer operations, physical and virtual servers, storage applications, business systems, intranet development, security, backup and recovery, telecommunications and compliance. The Director of Technology maintains commercial-grade infrastructure components including enterprise servers in a mixed client/server environment; maintains campus-wide wireless network on top of stable wired infrastructure; and engages in contract negotiation and vendor management. This position works collaboratively with colleagues at the School to oversee technology initiatives that support and enhance school wide initiatives while maintaining alignment with the strategic direction and objectives of the School.

General Responsibilities:

- Develop and implement the strategies and plans for the development, deployment, and utilization of information technology to support the mission and strategic objectives of the school
- Support the vision of the Director of Curriculum and Innovation and other academic leaders by overseeing the deployment and training of various instructional technologies and applications
- Leads efforts to continuously analyze current and future applications to support school operations
- Coordinates with departments to design, implement, and support all school technology needs by negotiating with consultants, vendors and technical resources for services and products
- Plan, manage, and direct the capital and operational budgets for the technology department as well as review and approve all technology-related purchases
- Manage and administer all school databases and enterprise applications, via data planning, analysis, modeling, documentation, and the mapping of database designs
- Design and manage the operation of phone and video network, ensuring reliable systems for interschool, public network, and emergency communications
- Design and implement data security plans to ensure compliance with all regulations regarding data security, critical data reliability, backup and recovery
- Partner with the Communications Manager to oversee the administration of the school's website, particularly with regard to website development and design.
- Define and implement IT policies, procedures, and best practices
- Manage and develop the technology staff

- Give presentations to user groups on systems projects; respond to inquiries regarding status and feasibility of projects
- Plan and deliver trainings to faculty and staff
- Attend meetings, conferences, and trainings as required
- Review and approve request for additional technology services and determine the impact on current and planned resources
- Oversee help desk services and ensure a service-oriented attitude within the entire technology department
- Comply with all school policies, as well as state and federal laws and regulations
- Other duties as assigned

Technical Responsibilities:

- Maintain, service, and upgrade all network hardware (including switches, cabling, servers, wireless access points, access control doors and trigger buttons, cameras)
- Maintain, service, and upgrade all user devices (school desktops, laptops, iPads, printers projectors)
- Maintain and adjust campus-wide wireless network of access points serving multiple WLANS for Faculty, Administration, Students and back-end use running on Meraki equipment
- Serves as the technical lead on the school's Student Information System and website system, which currently runs via Blackbaud's ON products, serves all internal users and external community, and integrates with third-party applications (e.g., Blackboard connect, Magnus Health)
- Maintain, service, and upgrade the firewall (currently Meraki), cache and software update servers, and content-filtering systems
- Maintain school business-related network services for Blackbaud Raiser's Edge and Financial Edge NXT (transitioning from Quickbooks in Spring 2017)
- Maintain ultimate responsibility for the performance of a multiple fiber-optic network cabling that connects the various buildings across the campus
- Maintain anti-virus services for servers and client computers (currently using Sophos)
- Maintain software licensing requirements across entire school and various support and maintenance agreements with vendors

Qualifications preferred:

Education: BA or BS, with MA or MS preferred in related field

Experience: 5 or more years of progressively responsible experience managing a team that supports technology in a school and/or non-profit setting

TVT seeks candidates with experience in a significant number of technologies and systems deployed, which includes:

- Strong knowledge of critical network operations around Active Directory, DHCP, DNS, VLANs
- Ability to manage multiple tasks and projects on an ongoing basis
- Patience, humor, strong work ethic, and dedication to lifelong learning
- Server Administration (Windows, Virtual)
- Network Infrastructure & Security;
- Software; Adobe Acrobat, Microsoft Office Suite, SMART notebook,Sophos Cloud anti-virus, CrashPlanPROE
- Voice over Internet Protocol (VOiP), Avaya IP office hosted locally

- Database Management; WhippleHill, Blackbaud, and Magnus Health
- Multi-platform desktop support
- WAPs: Aruba 3400 Controller and Associated AP's
- TVT uses a combination of Windows and Mac OS X computers for employees and students
- Multiple hardware devices, including Apple MacBook Airs, Minis and iPads, Chromebooks, Lenovo Thinkpad Yoga and Dell PC's
- Canon Copiers/Printers and Uniflow Secure Print ; HP and Brothers personal printers
- Epson projection devices
- Project management in a demanding, fast-paced environment

Additional Requirements: May require periodic on-call access in case of emergencies or system failures. Requires personal care and attention to industry standards for health and safety, in particular to back pain, wrist pain, and eyestrain commonly associated with frequent computer use.

Working Conditions:
Environment:

- Office and class room environment
- Constant interruptions

Physical Demands:

- Sitting, standing and/or walking for extended periods of time.
- Bending at the waist, kneeling and/or crouching.
- Regularly climbing stairs
- Regular pushing/pulling/bending/stooping/kneeling
- Regularly lifting or carrying 1-30 lbs.
- Read handwritten documents and other records or reports.
- Dexterity of hands and fingers.
- Hearing and speaking to exchange information in person or on the telephone.
- Seeing to read a variety of materials.
- Reaching overhead, above the shoulders and horizontally to retrieve and file materials.

Working Relationships:

Ability to maintain confidential and positive working relationships with administrators, faculty, staff, parents, students, school and community organizations vendors and the general public.

*** Salary commensurate with experience ***

To apply go to: https://goo.gl/v82Npj