



## SHORE COUNTRY DAY SCHOOL

### **POSITION OPENING: IT Manager with Level 2 support** SHORE COUNTRY DAY SCHOOL (Beverly, MA)

**Start date:** ASAP

**Status:** Full Time, Exempt, 12-month staff, On-campus

**Reports to:** CFOO

#### **To Apply:**

Using PDF format, please send a resumé and a cover letter describing how you meet the below criteria to [opportunities@shoreschool.org](mailto:opportunities@shoreschool.org).

#### **Job Summary:**

The IT Manager is a full-time staff member of the Technology Department reporting to the CFOO who acts as support for faculty, staff and students while coordinating the technical and information systems of the school. The IT Manager is also the primary contact for end-user and system issues for Shore Country Day School. This role will work with vendors and manage school systems such as printers, phones, servers, audio/visual systems, firewalls/security and campus network and determine any necessary upgrades working within the school's technology budget.

In living out our [Equity and Inclusion Commitment](#), we encourage candidates of all backgrounds, abilities, and lived experiences to apply, including candidates of color, candidates who are members of the LGBTQ+ community, neurodivergent candidates, multilingual candidates, and other candidates from historically underrepresented communities.

#### **Essential Duties and Responsibilities include the following (other duties to be assigned):**

- Provide primarily tier 1 and 2 technology support for faculty, staff, students and families. Maintain ticketing system and escalate Tier 3 tickets to appropriate partners.
- Assists and executes on new hire onboarding and training initiatives as needed.
- Coordinate, install and perform repairs to hardware, software, and peripherals.
- Supervise the school's technology help desk system to resolve issues with technology effectively and efficiently and assist with providing end user support to faculty, staff and students.
- Work with the HOS, Academic Administrators, CFOO, and IT consulting company to set a vision for technology and a strategy to achieve that vision. Meet monthly with the "Technology Task Force" to plan and move the school forward. Meet monthly with the "Data Integrity Task Force" to ensure staff is following the mission and strategic plan for that group.
- Forecast and prepare an annual technology operational and capital budget in collaboration with the CFOO, scheduling expenditures; analyzing variances; and initiate any corrective action when necessary. Prepare, procure and submit quotes as needed. Maintain ReFresh Schedule, Inventory list
- Liaise with IT consultants to coordinate purchasing plans and implementations, project planning and management, training, and any escalated support needs. Point of Contact for IT vendors while managing service agreement and delegating hours appropriately and within budget.
- Maintain and procure all classroom technology, including A/V systems.

- Administer Shore's Google Workspace for Education including Users, Groups, Applications, backup and reporting
- Coordinate purchase, management, and distribution of equipment to faculty, staff and students
- Manage printers, servers, networks, A/V, filtering, antivirus and network infrastructure with the help of appropriate vendors.
- Administer SaaS environments and subscriptions, network account management, automated software deployment and MDM system, network services troubleshooting and maintenance.
- Negotiate, implement, and maintain all internet, telephone, copier, and cable contracts to insure reliable and secure operations and communications.
- Create and maintain documentation for support protocols, inventory, and mission-critical systems and administrative tools.
- Manages and maintains system and infrastructure version upgrading and patch management processes to ensure systems and hardware are kept up to date, in partnership with Technical Services (i.e., monthly server maintenance, maintenance windows for patching, HW firmware updates, etc.)
- Assist in developing and implementing back-up, disaster recovery, and security plans (e.g. WISP) and procedures to ensure the safeguarding of data.
- Manage and administer the Shore Country Day School phone system.
- Work with department contacts, IT consultants, and third-party vendors to maintain integrations between school-wide database systems including but not limited to Blackbaud (SIS, RE/FE), Mass Notification system, Health Office (SNAP) and Library (Folet) EMR systems.
- Engage in appropriate professional development and stay up to date on technology trends, procedures, devices, and strategies. Additionally, provide PD opportunities to the campus community.
- Assist with and provide tech support as needed for school workshops, events, performances.

#### **Preferred Education and/or Experience:**

The candidate must have a high school diploma; a degree from an accredited college, university, or technical school is desirable. Three years' experience in a networked environment, preferably in education. Must maintain current industry standard professional development and training. Apple Certified IT Training preferred but not required.

#### **Technical Skills and/or Abilities:**

The candidate must understand the appropriate uses of technology in an educational setting. Ability to deploy, manage, troubleshoot, repair, and update faculty, staff, and student devices. Familiarity with Macintosh, Windows, iOS, and ChromeOS. Working knowledge of technology systems such as networking and wireless, servers, firewalls and content filtering, device management (MDM), printing systems, audio/visual systems, backups and inventories. Proficiency working with and administering the Google workspace. Current knowledge of available and emerging technologies is expected, and willingness to research and learn new technologies as they develop.

**Salary Range:** \$75,000 - \$85,000 - *This salary represents the expected **annual** salary range for this position. Ultimately, your education level, experience, and other job-related factors will be considered to determine compensation.*

#### **Selected Benefits**

#### **Workplace:**

Shore Country Day School (Boston Metropolitan area) is a Pre-K - Grade 8 independent day school serving students of all social identities. Our commitment to anti-racist and culturally responsive teaching is the privilege and responsibility of every member of the Shore Community. All employees are supported through mentoring, significant professional development opportunities, and a culture of intentionality for individual belonging and innovation.

**Equal Opportunity Employer Statement:**

*Shore Country Day School provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, pregnancy or pregnancy-related condition, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*