<u>The Buckley School values and supports diversity in the workplace and in the classroom.</u>

<u>IT Operations Manager / Systems Administrator</u>

IT Operations Manager / Systems Administrator is responsible for managing the helpdesk team to ensure SLA's are being met, end-user systems and software are being maintained, and organizational standards are being adhered to. The IT Operations Manager/Systems Administrator is also responsible for overseeing the requirements development, selection, deployment, and maintenance of all school IT infrastructure equipment such as network equipment, servers, auxiliary power sources, etc. This is a hands-on-position and the IT Operations Manager/Systems Administrator should expect to perform any necessary activities related to the infrastructure environment as well as manage all managed service providers engaged to support these devices and systems.

ESSENTIAL FUNCTIONS
- Provide Tier III technical support for all faculty, staff, and lab computers, tablets, peripherals, mobile devices, phones, and software
- Provide connectivity support for all student computers, peripherals, mobile devices, phones, and software authorized for use on campus
- Manage systems infrastructure life-cycle, from vetting new systems, to maintaining patches and version levels, to retirement and decommissioning.
- Plan, design and implement new services and applications according to industry best practices
- Supervise and manage vendors to enforce customer service procedures and SLAs
- Manage vendor support issues with our 3rd party systems
- Manage 3rd party software and peripherals such as web filters, Office 365, exchange, backup & DR, VMWare, KACE monitoring, APC power backups, room alerts and other items
- Supervise the help desk team and manage networking vendors to enforce customer service procedures and SLAs
- Train school faculty and staff on application/systems administration functions
- Develop and maintain application/systems documentation
- Other duties and backup support as requested

RESPONSIBILITIES/DUTIES

- Perform onsite analysis, diagnosis, and resolution of desktop problems for faculty, staff, and labs, and recommend and implement corrective solutions, including offsite repair for remote users as needed
- Provide support tasks for classroom and lab technology equipment
- Install, configure, test, maintain, monitor, and troubleshoot faculty, staff, and lab workstations, tablets, peripherals and related hardware and software in order to deliver required desktop service levels
- Receive and respond to incoming calls, work orders, instant messages and/or e-mails regarding end user problems
- Maintain and monitor service desk system to record, update, escalate, and close trouble tickets in a timely manner
- Install, upgrade, support and troubleshoot Windows 7/10 and Mac OS and any other authorized desktop applications
- Collaborate with systems/network administrator(s) to ensure efficient operation of the company's desktop computing environment

- Perform onsite analysis, diagnosis, and resolution of network connectivity problems for approved student devices and recommend and implement corrective solutions as needed
- Create and maintain asset information for all server and network hardware and software
- Display strong project management skills and ability to meet deadlines with little to no supervision on application and database projects
- Install, upgrade, support and troubleshoot Enterprise applications
- Instruct, monitor, and manage all managed service providers to ensure projects and services are completed accurately and timely as per agreed upon SLA's
- Conduct tests for managed service providers work as need
- Where required, administer and resolve issues with networking hardware and software products
- Troubleshooting network connectivity in a LAN/WAN environment
- Work with MSPs and vendors to maintain & support current systems, resolve problems and outages as needed, and evaluate systems for upgrades, expansions or changes to hardware or services needed over time. This will include special projects as well as normal maintenance
- Manage and support 3rd party software packages that provide services to end-users on the network
- Maintain backups on a defined schedule, and periodically plan and test recovery options and steps. Restore files for users when needed
- Manage and maintain all local domain services such as Active Directory, DNS, DHCP, Print Services, File Services, etc.
- Manage and maintain 365 Office Active Directory Sync & Office 365 Exchange
- Manage and maintain the SAN and all virtual servers, including patching, and monitoring
- Monitor service desk system to ensure trouble tickets are being resolved in a timely manner, SLA's are being met, end-user systems and software are being maintained, and organizational standards are being adhered to
- Monitor desktop support projects to address conflicts and issues that jeopardize timely completion
- Periodically review assignments completed by the desktop support team to ensure compliance with customer service procedures and SLAs
- Provide timely status updates of desktop support activities to Director of Technology
- Provide mentoring and training to desktop support team as needed
- Initial point of contact to resolve any end-user complaints or conflicts with desktop support team personnel
- Provide technical training to end users as requested or needed
- Prepare and maintain system documentation
- Additional responsibilities and duties as may be assigned as required
- Provide assistance to Director of Technology as needed

REQUIRED/DESIRED QUALIFICATIONS
- Bachelor's degree or two to four years related experience and/or training; or equivalent combination of education and experience.
- Technical knowledge of networks and computers, including Microsoft Windows 10, Server 2016, Mac OS X and iOS platforms
- VMware, Storage Area Networking, Office 365, Disaster Recovery, and Networking (DNS, DHCP, etc.) knowledge is a must
- Desktop support experience with outstanding customer service skills
- Cisco OS experience is a plus
- Demonstrated competency in diversity, equity, and inclusion, including a proven ability to work with employees, students and others from a wide variety of backgrounds.
- This position requires adaptability, analyzing, assessing, calculating, decision making, dependability, good judgment, reading, memorizing, social skills, speaking, multitasking, and writing.
- Strong verbal & written communication skills including proficiency in the basic rules of vocabulary, grammar,

spelling and punctuation
- Strong customer service skills
- Experience managing vendors, MSA, and a helpdesk team is a plus
- Organizational skills
- First Aid. (First Aid and CPR certification required.)
- Demonstrated ability to work collaboratively with diverse populations, including students, parents, and faculty.
- Flexibility to occasionally work long hours, including occasional weekends and evenings.

HOW TO APPLY
Interested candidates are encouraged to send their resume as soon as possible to Jose Tagle, Director of Technology, at jtagle@buckley.org. In a cover letter/email please explain how you have included diversity, equity, and inclusion in your work with students or colleagues.

ABOUT THE SCHOOL
The Buckley School, a K-12 college preparatory school with 830 students, is one of the most respected independent schools in the Los Angeles. Buckley is known for its unique educational philosophy, the 4-Fold Plan of Education, which marries a whole-child approach with elements of structure, as well as for its warm, intimate educational environment.

The school's curriculum balances academics, the arts, physical development and moral education. Its creative, personalized approach to education emphasizes high academic standards for all students, and includes traditional touches that develop the character and discipline that unlock students' potential.