Job Posting
IT Systems & Support Administrator

Regis High School, a Jesuit, Catholic all-boys high school located in New York City seeks a creative technology professional to join its Information Technology Department. The successful candidate will be high energy, proactive, and interested in working with faculty, staff and students, in addition to managing various critical technology systems. Strong communication, organizational, and analytical skills are a must. The ideal candidate will be curious about innovative implementation of technology and willing to learn a wide array of hardware and software to support the school's infrastructure.

Start Date: ASAP

Position Description

Overall
- The Systems & Support Administrator (SSA) is a full-time, 12-month position reporting directly to the Director of Information Technology (DOIT). The SSA operates in two primary capacities: as a network systems administrator, tending to ongoing support and maintenance of infrastructure components, and as a technical support engineer. Serving as a tier-1 technical support engineer, the SSA receives support requests directly from end-users, which he/she endeavors to resolve. If a support request remains unresolved, the SSA has the option to elevate the request to tier-2 support, the DOIT.

- The SSA works directly with the DOIT to evaluate, implement and support ongoing technological initiatives. An in-depth understanding of the relations and interdependencies of the various IT components is necessary in order to ensure appropriate functionality. As such, the SSA is expected to remain current regarding current best practices as well as emerging technologies.

System and network management
- Configure and manage the school's IT systems, including:
    - servers (file, web, mail servers and more).
    - user accounts and network directory structure.
    - wired and wireless network systems.
    - Firewall, Internet connection and DNS table.

Equipment maintenance
- Install and maintain hardware and software of IT equipment. Supported equipment includes:
    - computer workstations (including desktops, laptops and tablets for students, faculty and staff).
    - Printers.

- o IP telephones.
- o A/V systems (including projectors and video sources).
- o security cameras.
- Maintain accurate inventory of all IT assets.
- Coordinate resale and recycling of retired equipment.

End-user support
- Provide prompt, on-target, informed technical support for faculty, administrators, and students while ensuring that appropriate service levels are met in addressing user issues by resolving, researching or escalating them appropriately.
- Make effective use of the Help Desk software to track and manage user support requests and institutional assets.

Qualifications

A Bachelor's Degree is required. A major in Information Systems, Computer Science, or other technology-related field of study is preferred. Experience in a related IT systems and/or support position is preferred.

The qualified applicant ...

- demonstrates an eagerness to learn, explore, and complete tasks fully and efficiently.

- demonstrates a high level of attention to detail throughout all his/her work.

- is able to prioritize tasks in order to ensure that urgent/critical tasks are addressed in a timely fashion.

- is highly self-motivated, task oriented, and takes pride in the quality of the results he/she produces.

- is able to manage a flexible work schedule, which includes weekday working hours from 8:00 am to 4:00 pm, with very infrequent expectations to work early/late hours or weekends. He/she is also available to remotely address urgent support needs after hours.

- demonstrates patience and kindness while working to support and educate the community of staff and student users. He/she must work well with others on a daily basis.

- has excellent spoken and written English language skills. He/she must be comfortable speaking to others on the telephone and in person.

- possesses an interest in becoming involved in the life and community of the school beyond the specific job-related tasks of the Systems & Support Administrator position. Such involvement may include participating on a retreat or service project, and/or working with students on technology-related projects.

Required Skills
- Strong proficiency with Windows operating systems and software applications (Windows 10, Windows Server 2008/2012/2016).
- Proficiency in troubleshooting hardware, software and network issues.
- Working knowledge of TCP/IP, DHCP, DNS, wireless networking.
- Working knowledge of Active Directory, Group Policy.
- Familiarity with Cisco switches, routers, firewalls, and other related hardware.
- Experience supporting printers, mobile devices and audiovisual systems.

Preferred Skills
- Familiarity with Cisco Meraki wireless access points and Cisco Unified Communications Manager.
- Experience creating and managing virtual machines in a VMware environment.
- Familiarity with Mac OS and Linux.

To Apply
Please send a cover letter, a comprehensive resume, and the names, email addresses and phone numbers of at least three references (who will not be contacted until later in the interview process) by email attachment to **it.employment@regis.org**

Qualified applicants, when all their required documents have been received, will be contacted regarding next steps. Applications will be accepted until the position is filled. **Applications received by May 1, 2019 will receive priority**.

Regis High School is an EOE (Equal Opportunity Employer)