CARONDELET
HIGH SCHOOL

Information Technology Operations Director

Job Summary:

Department Vision Statement
Grounded in a belief that all individuals are creative learners and that we live in a world of increasing flow of information with an ever-expanding technological landscape, we provide an environment that supports the implementation, growth, and evolution of information and technology so that every individual at Carondelet High School has the opportunity to explore, learn, inspire, and collaborate.

Job Overview
The IT Director is responsible for ensuring the smooth functioning of all educational, business, and operational technology needs at Carondelet to ensure that Carondelet technology serves as a productive tool that supports the needs of all users. The IT Director is main point of contact for all things IT for the school community and works proactively across departments to ensure that systems are functioning smoothly and that the user experience is flawless. The IT Director works with colleagues in all departments to proactively review efficiencies schoolwide, to help find solutions for how technology can support administrative functions at Carondelet in line with the school's strategic plan.

Essential Responsibilities
- The IT Director is a project manager with a big picture vision of the school's needs who manages the implementation of new systems in a timely and efficient manner
- The IT Director is a highly organized, detail-focused, and systems-oriented individual responsible for maintaining the entire information technology infrastructure to help guide the strategic initiatives of the organization
- The IT Director is a problem-solver who performs a variety of specialized, technical tasks related to the maintenance and development of network services and support
- The IT Director is an innovative thinker who will run an efficient, effective, and robust network
- The IT Director works collaboratively with his colleagues, is an active listener that supports all users and seeks to find system-wide solutions to all problems that are encountered by many users
- The IT Director has strong organizational and time management skills and is able to prioritize projects

- The IT Director anticipates the future, learns something new every day, has a thirst for knowledge, cultivates creativity, searches for new ideas, and is courageous in his quest for innovative solutions
- The IT Director takes responsibility, is accountable, perseveres, makes a difference, brings his best every day, and dedicates himself fully to everything he does for the organization
- The IT Director models Carondelet's core values and leads by example

Technical/Management/Professional Responsibilities and Accountabilities

General Oversight of the technology infrastructure
- Manage and Coordinate with the managed services contractors to ensure that the school's infrastructure is properly managed
- Manages Help Desk services/position
- Ensure that the school makes best use of managed service contractor services by setting priorities, establishing projects timelines, and managing deadlines
- Create a complete map and document all needed design and access of the entire network working with vendors as needed
- Maintain complete and accurate documentation for all IT systems
- Coordinate with vendors to obtain bids for larger projects
- Manage projects and stick to set timelines to ensure that all systems run smoothly
- Provide input for planning of all infrastructure needs within the constraints of the department's budgets
- Support and coordinate end-user management with the business administrator of ALL enterprise systems including but not limited to: PowerSchool, Razor's Edge, Financial Edge, inRESONANCE, Google, FileMaker, Schoology, Google Apps, Asset Director, Filewave, and Freshdesk
- Collaborate and coordinate with members of all departments
- Research and recommend hardware and software for purchase

Employee issued- and shared-equipment support
- Provide full hardware and software support for school-owned equipment, including repairs, imaging, installation, deployment and ensuring flawless effectiveness and efficiency for each employee in helping them carrying out their work responsibilities
- Support users with end user and classroom equipment and peripheral
- Maintain up-to-date, accurate inventory lists and replacement cycles for all major equipment
- Works with managed services consultants to place devices into production by imaging and configuring

Help Desk Services
- Provide courteous, prompt, and helpful support to users with a variety of technology skills, from novice to expert to both Students and Staff
- Serve as an educational team member by assisting students and staff in troubleshooting problems on their own devices and teaching them how to manage their devices autonomously
- Create and manage support tickets for end users and select clients
- Recognize and escalate problems that may be system-wide
- Proactively manage all help desk tickets and decide what needs to be assigned to the school's managed services provider vs. handled in house
- Assess technical problems presented by faculty, staff and students as they use tablets, computers and peripherals at the school
- Travel to classrooms and offices as necessary to observe, diagnose, and resolve localized issues
- Diagnose and resolve user-reported troubles and support requests related to this equipment
- Demonstrate solutions and fixes to end users
- Maintain an inviting, organized, and user-friendly help desk space
- Maintain client confidence and protect operations by keeping information confidential

Administration and Support of Peripheral Systems & Software
- Telephony, which includes: central servers, voicemail, POTS lines, endpoint phones, and physical wiring on campus
- Managing and maintaining Gmail and Google Apps accounts; group management
- Video, alarm, and surveillance systems

Event Services
- Coordinate the pre-planning phase of the event request system on behalf of the technology department, by meeting with event organizers and preparing for their AV needs
- Empower event organizers to be self-sufficient with their event productions by preparing equipment in advance and demonstrating operating procedures
- Coordinate with the facilities department for equipment set-up tasks related to scheduled events
- Provide on-site, live support for events as necessary if needed

Qualifications and Skills

- Minimum of a Bachelor's degree from an accredited college or university
- Graduate degree in management, instructional technology, or other relevant field is highly desirable
- Minimum of three years in a management or supervisory position
- Minimum five years' experience working in an educational institution, preferably with some of those years having worked in an independent school
- Recent successful experience integrating academic technologies into one's own instruction or the instruction of faculty partners
- Experience leading individual or teams of educators in an instructional technology professional growth experience
- Experience managing or administering information technology services, including enterprise management systems and hardware
- Strong communication skills: written, verbal, presentation, training
- Strong interpersonal skills
- Collaborative and cooperative mindset
- Visionary leader in tune with the needs of a dynamic and diverse faculty
- Able to work evenings and weekends as necessary