



Information Systems and Support Specialist

Type: Full-Time

Supervisor: Director of Information Technology

Start Date: Immediate

Job Description

Catherine Cook School is a high-tech institution that leverages a wide array of technologies and systems. The Information Systems and Support Specialist is responsible for the administration of information systems databases, the 1:1 iPad program, and for providing technical support and training to our community members. Staff members enjoy the opportunity to work in a friendly environment that provides the opportunity to learn and to grow both personally and professionally.

The Information Systems and Support Specialist responsibilities are to:

- Administer, and support the SIS and associated systems (Senior Systems)
- Assist with the design and implementation of large and complex database migrations
- Maintain and support LMS/CMS systems (FinalSite, Google Classroom, SeeSaw)
- Manage and maintain various cloud-based academic systems
- Support and manage Classroom Management database and application
- Manage Parent-Teacher conference scheduler database and schedule conferences
- Help support the student health records database (Magnus Health)
- Update and Maintain the Emergency Broadcast System
- Author highly detailed technical documentation
- Update and maintain the Catherine Cook technology knowledge base sites
- Manage and maintain inventory and track and tag hardware assets using asset tracking database
- Manage and support Apple products including: the 1:1 iPad program, Macs, Apple purchasing, licensing, and administer JAMF MDM for Apple products
- Manage licensing for Catherine Cook applications (including Adobe and iPad Apps)
- Organize and oversee distribution and collection of iPads and other apple devices
- Design and conduct professional development training for faculty, staff, students and parents
- Support and repair devices (iOS, MacOS, Windows, Android) and software
- Respond to support requests submitted via HelpDesk and follow through until ticket closure
- Assist with PC imaging for 1:1 Windows laptops
- Draft technology-related notifications and alerts to the community when necessary
- Work as part of the Technology Team and assist where necessary

Qualifications

- BA degree (or equivalent technology certifications or experience)
- Minimum 2-5 years of experience in technology support (preferably in a school environment)
- Experience in customer service and a love for working with and helping people
- Ability to work as part of a team
- Experience managing SIS and LMS systems
- Experience working with MDM systems (JAMF experience preferred)

- Proficiency with Apple iOS and MacOS devices and software
- Working technical knowledge of Windows devices and the operating system
- General understanding of printer and copier usage and management
- Proficiency with software and apps including: Office, G-Suite apps, Adobe Acrobat,
- Detail oriented individual who possesses the ability to independently manage multiple complex projects and tasks
- Ability to think critically and to independently leverage knowledge resources to troubleshoot and solve complex problems quickly
- Eagerness to expand IT skills and abilities by learning and experimenting
- Candidates with, or pursuing a technology-related postgraduate degree preferred
- Technology certifications for skills related to the responsibilities of this role preferred
- Experience with school scheduling, grading, and general registrar tasks preferred
- Advanced experience in database architecture or administration preferred

Compensation and benefits are very competitive and commensurate with education and experience. Visit www.catherinecookschool.org to learn more about our school and culture to see if you'd be a good fit. Catherine Cook School is an equal opportunity employer.

Qualified candidates can send their resumes and cover letters, in PDF format, to:

Nosson Cohen, Director of Information Technology

itcareers@ccookschool.org