Job Title:	Information Technology Manager	Job Category:	Technology Support
Secondary Duties:		Reports To:	Director of Finance and Operations
Level/Salary Range:	Commensurate with experience and qualifications	Position Type:	Excluded, Support

Job Description:
The Information Technology Manager directs and manages information technology by identifying, selecting and implementing technology solutions; while keeping an overview of the maintenance and security of the network, IT security, data repositories, desktop support, troubleshooting desktop hardware/software problems, asset tracking and carrying out projects as assigned.

Role and Responsibilities:
- Support the vision for effective use of technology to enhance school operations and transform learning in the classroom;
- Plan, monitor and establish goals, policies and strategies for effective use of technology to support education and operations;
- Partner with Faculty and Staff to gain an understanding of their processes and technology needs in order to provide the most effective IT tools. Translate learning and operational requirements into technology solutions;
- Rigorously manage and allocate the budget for IT and peripherals for the school;
- Manage and supervise the Information Technology team and any technical contractors;
- Ensure rigorous procedures are in place for the implementation of new hire and departure procedures for staff and students, including email set up, network accounts, set up devices etc;
- Define and implement strategies to maintain optimal data health regarding integrity, availability and confidentiality across systems and repositories;
- Define and implement appropriate access controls to avoid accidental or unauthorized access to information;
- Maintain inventory listing of hardware and software purchased;
- Partner and manage relationships with external vendors including contract management, assessment of security posture and project implementation management;
- Continually evaluate software and hardware, recommend improvements;
- Prepare and document IT-related policies and procedures;
- Stay current with technological changes as they relate to educational and operational advantage;
- Proactively schedule and support technology implementation by:
  - Collaborating with Educational Leadership Team;
  - Collaborating with all members of Faculty to develop technology plans;
  - Developing expertise within the faculty teams who can provide leadership and support the implementation of the technology plan;
  - Ensuring that projects are delivered on time, within scope and within budget;

- Monitor and maintain security of the network;
- Enforce IT security procedures and guide Faculty and Staff on best practices to minimize security risks;
- Provide support in first level troubleshooting within the telecom environment on digital systems;
- Maintain MS Office 365 applications and Adobe Creative Cloud licensing;
- Monitor and manage server security including patch upgrades, spyware and virus removal and testing;
- Ensure backup of all critical data files securely, for all servers and network storage units;
- Develop strategic plan to provide long term upgrades to network infrastructure;
- Monitor and manage performance of the network;
- Manage MDM services through G Suite and Meraki panels;
- Balance workload and capacity for optimizing bandwidth.

IT HelpDesk
- Support IT Support Specialist in handling IT Support tickets;
- Provide user level training on daily applications used, including ;Windows, G Suite, Zoom, Finalsite, Raiser's Edge, ManageBac and other computer related skills;
- In the absence of IT Support Specialist, set up presentation equipment for staff/student use and ensuring proper installation of operating systems and appropriate software;
- Build and deploy system images for Mac and Windows operating systems;
- Must be able to resolve issues relating to IT peripheries; printers, projectors, monitors etc;
- Must be able to lift/move up to 50lbs if required;
- Other duties as assigned.

Qualifications and Education Requirements:
- Undergraduate degree in Information Technology or Computer Science;
- At least 3 years leadership experience with a proven ability to mentor and develop others;
- Project management experience. PMP accreditation preferred;
- Data management experience;
- IT security experience;
- Minimum of 5 years experience of information technology including expertise in networking, Windows and Mac OS in a domain environment;
- Maintain employee confidence and protect operations by keeping information confidential;
- Ability to troubleshoot mobile devices, iPads and chromebooks;
- Experience in configuring desktop computers, peripherals and accounts;
- Non profit experience preferred.

Authorized By:	Mino Padda	Date:	June 26, 2020
Agreed to By:	Gordon MacIntyre	Date:	June 30, 2020