Systems & Network Specialist at Duke School

Responsibilities

Duke School, an independent Prek-8th grade school in Durham, North Carolina, is seeking a skilled systems and network specialist to join our Technology department in managing, troubleshooting, and building IT systems and networks in support of the daily operations of the School. We hope to find a candidate who can work alongside our existing team in protecting our critical systems, building and documenting new hardware and software solutions, as well as helping to maintain and utilize our existing systems.

It is important that candidates possess the flexibility, energy, sense of humor, and commitment to teamwork that life in an independent school requires. We seek someone who possesses an appreciation for a Prek-8th educational environment, an interest in working with a range of products and services, and a commitment to a collaborative approach.

The systems and network specialist will collaborate with other technology team members and stakeholders in the School in developing strategies for improved processes utilizing reliable and appropriate technology solutions. The ideal candidate is self-motivated with a growth mindset, a proven record of taking on new challenges and eager to use and grow her or his technology skills. This is a full-time 12 month position reporting to the Director of Technology Operations while working closely with our Innovation Department.

Skills

● Demonstrated understanding of individual and bulk account management in Active Directory, Azure AD, Apple School Manager, and G. Suite for Education.
● Commitment to modern device management platforms and provisioning methods such as Autopilot and Apple Device Enrollment Program.
● Experience supporting and troubleshooting VOIP, WiFi access points, and switches.
● Help ensure the stability and functionality of a wide suite of technology hardware and software including access control systems, servers and VMs, emergency alert systems, as well as backup/recovery planning, testing, and execution
● Strong collaboration, documentation, and communication skills, with a willingness to share a highly varied workload
● Troubleshoot issues and outages that may occur outside of normal operating hours.
● Responsible for daily operations and maintenance of servers, switches, and APs
● Collaborate with other team members to assist in troubleshooting, identifying root cause of issues, and providing technical support when needed
● Participate in infrastructure projects such as in the evaluation, selection and deployment of new solutions

● Perform other duties as assigned
Qualifications

● 2 to 5 years supporting technology, preferably in an educational institution
● Ability to work in a collaborative team-oriented environment
● Ability to manage short and long-term projects
● Demonstrated commitment to students and faculty
● Experience interacting effectively and tactfully with faculty with a wide background of technology expertise.
● Very strong interpersonal communication skills; ability to communicate technical information to non-technical personnel.
● Experience or familiarity with Mosyle, Azure AD, Azure SAML / SSO, Apple School Manager, Ruckus Networks, VMware, iOS, macOS, Windows 10, Palo Alto, and Veeam