



# Information and Technology Manager

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## Overview

Established in 1836 in Quebec, Canada, Bishop's College School (BCS) is an IB World School offering the International Baccalaureate Diploma Programme and certificates. With a campus bordered by farmland and rolling hills on one side and by the city of Sherbrooke on the other, BCS is a small, welcoming community and a "home away from home" to students from 37 different countries. We create a caring community of learning and development where cultures connect and individuals matter. By embracing a rigorous yet supportive academic program and a well-rounded education that includes athletics, the arts, leadership and development, and global citizenship, BCS is preparing students to become tomorrow's leaders. We offer a Bilingual Option (English and French), as well as the Duke of Edinburgh's Award program, and are a proud member of Round Square, through which students can go on exchanges and volunteer abroad.

## The Position

Reporting to the Director of Finance and Operations, the Information and Technology Manager will oversee all aspects of technology and communication operations of the school and develop both annual and long term action plans consistent with the school's strategic vision.

The position includes, in particular, responsibility for analyzing requirements of both Administrative and Academic Technology programs, evaluate needs according to established goals, and with the support of our technology partner, provide leadership and advice on the most suitable IT choices for the school.

The manager will perform both technical and administrative tasks to ensure functionality and oversee the budget and expenses while prioritizing departmental and educational technology needs.

## Key Responsibilities

- Collaborate with departments to analyze and determine technology needs and participate in developing current and long term strategies that will meet the school's expectations
- Support and assist the Educational Technology Committee in the implementation of educational technology initiatives (e.g. Platforms, educational programs, hardware)
- With the support of our technology partner, develop and maintain a multi-year technology plan that enables growth and flexibility, consistent with the school's strategic plan

## A Quick Glance

- 260 students
- Grades 7-12 (Forms II-VII)
- 75% Boarding/25% Day
- 45% Girls/55% Boys
- 37 countries
- 7 residences
- Average Class Size: 15
- Number of Faculty: 35

## Contact Information

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Human Resources  
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- Ensure IT resources, including Help Desk, are organized and deployed effectively and efficiently to meet the school's objectives and timelines
- Provide technical support and staff training sessions for best practices on the use of computers and applications
- Participate in developing, and implementing IT policies and procedures and ensure compliance
- Evaluate, plan, and supervise the installation and configuration of user devices, network equipment (e.g. Switches, Wi-Fi controllers, Firewall), servers, printers, software, etc.
- Schedule regular preventive maintenance of technology equipment and systems (e.g. user workstations, servers, etc.), to ensure systems are functioning properly and effectively
- Ensure mission critical hardware configurations are up to date and backed up in the event of hardware failure (e.g. Switch, Wi-Fi controller, and Firewall configurations)
- Manage Technology budgets and work with vendors and suppliers to purchase cost effective equipment and software, consistent with the objectives and priorities of the school. Ensure expenses remain within budget limits and report to Administration
- Identify the need for upgrades and new systems and provide Administration with pertinent information
- Evaluate and manage risks related to information security and ensure that adequate protection measures are in place to protect people and systems
- Identify mission critical IT systems and ensure measures are in place to protect against potential loss of data, hardware failure, etc.(e.g. Data integrity, Hardware Failover, Backups)
- Manage inventories of all assets
- Assume any other relevant responsibility assigned by the immediate superior

## Education and Experience

- Bachelor's degree in a field appropriate for this position (Management Information Systems, Information Technology, Computer Science, Systems Management, Educational Technology or other equivalent disciplines) preferred
- A minimum of 3 to 5 years' experience preferably in a school setting
- Working knowledge of English and French
- Excellent interpersonal skill and ability to communicate clearly in written and oral forms and work well with all levels within the organization.
- Ability to supervise staff in a Help Desk environment
- Experience setting up, configuring, and managing network components (e.g. Firewalls, Switches, Wi-Fi access points, etc.)
- Knowledge of Microsoft Active Directory, GPO's, WSUS, O365 for Business
- Experience working with Windows 7 and above, Microsoft Office, Microsoft Windows Server, Microsoft Exchange Server, Hyper-V, iOS, Mac OS X, Mac OS Server. Experience working with Microsoft Deployment Tools (e.g. MDT, SCCM) and Apple Mobile Device Management tools would be an asset
- Excellent troubleshooting skills
- Proven ability to negotiate and work with vendors and consultants.
- Highly organized with strong project management skills, and drive to meet organizational and departmental objectives

## The Process

This position offers a competitive salary and benefit package. A resume and letter of interest should be sent by May 25, 2018 to:

Human Resources  
Bishop's College School  
80 Moulton Hill, Sherbrooke, QC, J1M 1Z8  
[wjohnson@bishopscollegeschool.com](mailto:wjohnson@bishopscollegeschool.com)

Only candidates selected for an interview will be contacted.

