



LYCEE FRANÇAIS DE NEW YORK

Network & Systems Technician

Department: Technology

Position type: Exempt

Reports to: Director of Technology

Schedule: year-round position; Flexibility required

Purpose

The position serves the entire school community, with emphasis on Primary and Secondary schools' Education Technology. The Network & Systems Technicians link the hardware and software that comprise computer data communications networks. The Network & Systems Technicians configure and maintain network components, work on client workstations, servers, domain controllers, shared printers, cables, and routers. They maintain network equipment, applications, data and user interfaces and workstations as well as troubleshoot local networks. Network & Systems Technicians report directly to the Director of Technology.

Responsibilities

- Level II/III Support of the Technology Center Help Desk; monitoring, managing, documentation and tracking of all issues and solutions:
 - Performance of maintenance and repair of PC-based computers, Apple computers, iPads and peripherals
 - Diagnosis and troubleshooting of problems with network equipment, servers (Mac & Windows) and systems
- Imaging, deployment and installation of software and system upgrades on new and existing devices
- Enrollment, management and monitoring of devices (school owned and BYOD) through MDM system
- Support of Google Apps for Education users, cloud and other web-based technology and services and associated end-user management
- Ongoing systems monitoring
- Assistance to Senior Systems Administrator with maintenance and monitoring of existing systems and networks
- Assistance to Director of Technology with
 - Research and purchasing
 - Billing and accounts payable of technology-related purchases
 - Planning, research and acquisition of new or upgraded hardware and software systems
 - Planning, research and upgrade of network infrastructure
 - Research and delivery of solutions to replace obsolete or discontinued equipment, systems and softwares



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- Fulfill role of technical resource to Primary and Secondary Schools Technology Integrators
- Assistance with training of the school community
- Participation and facilitation of professional development training for the school community

Other as required

Chief Personal Characteristics:

- Strong interpersonal skills; customer service orientation
- Proactive, solutions minded mindset
- Ability and desire to work in a team environment
- Professional, gracious attitude at all times
- Excellent written and spoken communication skills; fluent in French and English
- Strong organizational skills and ability to meet deadlines
- Ability to work with adults and students of various competency levels
- Motivation for learning through professional development and certification training as required by the school and self-identified

Certification and Experience Requirements

- Bachelor's degree or equivalent training
- 3+ years of experience in IT as a Help Desk or Call Center Support Technician
- Experience with BYOD environment
- Experience with MDM systems such as AirWatch or JAMF Casper Management Suite
- CCNA/CCNP Cisco certifications
- Apple certification with experience in a range of systems software on Apple OS X and Apple iOS platforms
- Experience with Active Directory, networking, and engineering
- Experience with WiFi platforms and access point deployment
- Experience with VPN systems
- Experience with imaging software

Preferred additional Certification and Experience Requirements

- Experience in IT in an educational environment (school, college,...)
- Blackbaud Education SIS and Non-Profit software support experience
- Experience with MS SQL database systems
- Aerohive HiveOS experience



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- Experience with VMWare Server environment and Virtual Desktop applications delivery
- Microsoft Certifications with 3+ years experience with Windows OS (Windows 7 and 8), MS Office Suite and Remote Desktop

Applications must be submitted online by using the link provided and any required supporting documentation (cover letter and resume) must be uploaded. <http://www.lfny.org/it/network>

Posted on 11/14/2014