Notre Dame Academy

Network Administrator/Desktop Support

Notre Dame Academy is a Marist Catholic and International Baccalaureate World School serving students in grade pre-k through high school and located in Duluth, Georgia.

The role of the Network Administrator/Desktop Support is to support faculty, staff and students across two campuses by monitoring, maintaining and improving network hardware, server resources, systems and key processes as a member of the Technology team. Reports to Director of Technology. This is a full-time 12-month position.

Responsibilities include but are not limited to:

-Able to use multiple problem-solving techniques such as, root-cause analysis, brainstorming and prioritization

-Develop technology solutions by researching and recommending available programs and equipment

-Assist with establishing standards, practices and security measures to ensure effective and consistent information processing operations and to safeguard informational resources

-Assist Director of Technology and act as the technical resource for third party vendors when required

-Assist in maintaining and developing directory services and automation of enterprise systems

-Assist with writing training, process and ticket documentation (procedures) and train end-users

-Maintain practical and strategic oversight of a variety of database products, such as PowerSchool; provide on-the-ground coordination of school-wide data team, consisting of representatives from Registrar's Office, Business Office, Advancement Office and Admissions Office

-Follow-up with the IT resources regarding escalated Service Desk tickets and means of resolution

Technical Responsibilities:

-Manage all technology resources on two campuses including: trouble shoot and repair, network switches (Meraki), routers (Meraki), access points, servers, VMare, storage, print servers, printers & copiers, VPN, Cloud Services, firewalls (iBoss), phone systems (NEC), apple laptops, desktops and iPads

-Knowledge of Firewalls including VPN installation, configuration and troubleshooting

-Routine firewall & security reviews, internal and external scans and security audits of all infrastructure systems

-Installation and troubleshooting of desktop/laptop client applications including: Google G-Suite, MS Office 365, Apple and iLife for faculty, staff and student devices

-Manage Apple MacBooks, iMacs, iPads, create, change and manage user accounts

-Manage JAMF Pro and infrastructure including maintenance, updates, compose, build, deploy and support OS and OS software images, maintain self service

-Manage performance of all network systems and devices, performs upgrades for servers and network devices, maintains inventory

-Uses ITIL V3 best practices

Qualifications:

The ideal candidate will have:

-4 year degree in Computer Science, Computer Engineering or equivalent work experience or Associate degree and equivalent work experience

-3 or more years of strong networking experience with routers, security appliances and layer 2 and 3 switches; scripting and database management experience

-3 or more years of experience with servers and server hardware

-Experience with mobile device management, firewalls, JAMF Pro and iBoss a plus

To Apply: Submit cover letter, resume and references to**:** Debi Doverspike, Human Resources Manager at [employment@ndacademy.org.](mailto:employment@ndacademy.org)

Position Posting Date: 02/22/2018