

Burke's

Burke's is an independent K-8 gender-inclusive all-girls' school located on a 3.5-acre campus in San Francisco and is one of California's leading elementary schools with a 115-year tradition of educational excellence. Our mission is to educate, encourage, and empower girls. The school combines strong academic and co-curricular programs with an emphasis on project-based learning and personal growth in a diverse and inclusive community. Burke's emphasizes the development of fundamental and higher-level critical thinking skills in an atmosphere of creativity, exploration, academic rigor, and joyful learning.

Technology Operations Manager

Burke's is continuing to evolve its technology environment and seeks a technology professional who enjoys improving how technology supports teaching and school operations. This role is ideal for someone who takes pride in making systems work reliably and efficiently for the school community.

The Technology Operations Manager plays a key role in ensuring that classroom technology, devices, and educational applications operate smoothly each day. The position requires strong technical problem-solving skills, a proactive mindset, and the ability to work closely with faculty and staff to ensure that technology consistently supports teaching, learning, and school operations.

Reports to: Director of Technology

Status: Full-Time, 12-Month, Non-Exempt

Location: On Campus – San Francisco, CA

Salary Range: \$41.64–\$49.07/hr (*equal to \$86,611–\$102,066 annualized at 40 hrs/wk*)

Start Date: June 1, 2026, or a mutually acceptable alternative date.

Role Summary

The **Technology Operations Manager** is responsible for the reliable day-to-day operation of technology services that support faculty, staff, and students. This role owns the operational technology environment of the school, including HelpDesk services, device lifecycle management, classroom technology, and educational applications.

The position requires a proactive mindset and the ability to independently manage operational technology systems, identify opportunities for improvement, and ensure that technology services operate reliably across the school community. This role is not limited to responding to support requests. It involves **active stewardship of the school's operational technology environment**.

Standard hours are 7:30 AM – 3:30 PM. The role requires flexibility for occasional evening or weekend support of school events (back-to-school night, board meetings, parent events, summer projects), scheduled in advance whenever possible and compensated per applicable labor law.

Core Responsibilities

1. HelpDesk Operations & Support Process Management

Manage and maintain the school's technology support system and ensure it operates effectively.

- Manage and operate the school's HelpDesk platform and support workflow
- Monitor incoming support requests and ensure timely acknowledgement and resolution
- Track recurring issues and identify root causes affecting technology reliability
- Improve support processes and workflows to reduce repeated technical problems
- Maintain internal documentation and user knowledge resources for common issues

The Technology Operations Manager ensures that the school's technology support processes remain **organized, predictable, and responsive to the needs of faculty, staff, and students.**

2. Technology Support & Issue Triage

Serve as the primary first-response contact for technology issues reported by faculty, staff, students.

- Review and evaluate technology issues reported across the school
- Assess the nature and urgency of reported issues and determine appropriate next steps
- Perform initial troubleshooting when safe and appropriate, even when the issue may ultimately involve another technology domain
- Coordinate internally with the Data Systems & Integration Manager or Director of Technology when issues involve their areas of responsibility
- Ensure that users receive clear guidance and that issues are routed to resolution efficiently

This responsibility ensures that faculty and staff experience **responsive and coordinated technology support regardless of the underlying system involved.**

3. Network-Adjacent User Support

- First-response support for end-user wifi connectivity issues (faculty laptops, student iPads, classroom devices, networked printers, A/V equipment)
- Pattern recognition across recurring connectivity reports, with escalation to the Director of Technology and vendor when issues indicate access-point, switch, or wider problems
- Coordination with the Director of Technology on network changes that affect classroom or office operations
- Asset-level documentation of networked devices (MAC addresses, locations, AP assignments where relevant)

4. Device Lifecycle, Endpoint and User Management

- Manage school devices and endpoint systems
- Oversee provisioning, configuration, and lifecycle planning
- Maintain device inventory and asset tracking systems

- Manage Mobile Device Management (MDM) platforms such as Mosyle
- Manage endpoint security operations, ensure devices remain secure and compliant
- Google Workspace operational ownership, including user lifecycle (provisioning, deprovisioning, password resets), group management, OUs, shared drives
- Manage school-wide summer refresh and deployment projects

The goal is to ensure that **devices are consistently configured, secure, and reliable.**

5. Classroom & Office Technology

- Maintain classroom and office/meeting room technology systems, including displays, projectors, audio equipment, and instructional technology tools
- Maintain printers and multi-function devices, including toner replacement, basic troubleshooting, print-queue management, and vendor service coordination
- Ensure that instructional and meeting spaces remain operationally ready for daily use
- Coordinate troubleshooting, repair and maintenance for classroom and office technology
- Collaborate with facilities or event staff responsible for maintaining and operating large venue A/V systems when issues or needs intersect
- Coordinate wiring, installation and replacement of classroom and office equipment
- Support faculty in using classroom tools effectively
- Support students in using educational technology responsibly, safely, and effectively
- Monitor classroom technology readiness

This role ensures that **technology supports instruction without disruption.**

6. Educational Applications

- Manage the school's educational technology tools
- Coordinate application deployment and configuration
- Deliver tier-1 faculty support and how-to guidance on educational applications
- Monitor usage and effectiveness of learning applications
- Work with the Data Systems & Integration Manager and educational system owners to ensure accurate rostering, data synchronization, and integration between instructional tools and the school's core systems

7. Operational Technology Monitoring

- Monitor the health of operational technology systems
- Identify and address issues proactively
- Coordinate vendor support when required
- Recommend improvements to reduce recurring technical issues

8. Digital Safety & Filtering Operations

- Operate and configure content filtering and student-device monitoring tools

- Apply screen-time and app-restriction policies as defined by the Director of Technology and academic leadership
- Serve as first technical responder for online-safety incidents: gather logs, preserve evidence, and escalate to the Director of Technology and counseling/administration
- Provide usage reporting to support decisions made by the Director of Technology, Director of Curriculum & Innovation, and the Administration team
- Support the Makery team's digital citizenship curriculum with technical setup, account management, and tool access

9. Operational Documentation & Support Procedures

- Develop and maintain operational documentation, including support procedures, user guides, and technology request workflows
- Draft operational policies and standard operating procedures (SOPs) related to technology support, device use, and classroom technology practices within the scope of the role
- Collaborate with the Director of Technology to ensure that operational procedures align with institutional technology policies, school culture and governance standards

Required Qualifications

Technical Experience

- Min 2 years of experience in technology support, IT operations, or a related role
- experience managing devices and endpoint systems
- familiarity with mobile device management platforms
- experience supporting classroom technology environments
- experience providing user support in organizational settings

Professional Skills

- strong problem-solving ability
- excellent communication with non-technical users
- ability to manage multiple priorities
- strong process documentation skills

Preferred Qualifications

- experience working in an educational environment
- familiarity with educational technology platforms
- experience supporting Apple devices and Google Workspace
- experience with helpdesk systems and support operations

Behavioral Expectations

This position requires a proactive and ownership-oriented approach. Successful candidates demonstrate:

- **Operational Ownership** — Takes responsibility for diagnosing, resolving, and coordinating issues within this role's domain, including serving as first-touch triage for issues that ultimately involve other technology areas. Acts rather than waits for direction
- **Operational Initiative** — Actively monitors operational technology systems, identifies recurring issues, and implements improvements that increase reliability and reduce disruption to faculty and staff
- **Comfort with Ambiguity** — Acts independently within established guidelines, assesses situations quickly, and determines appropriate next steps when documentation or procedures are incomplete
- **Collaboration** — Works closely with the Technology Team and across departments to ensure users experience clear and responsive technology support regardless of the underlying system
- **Community Participation** — Contributes to Burke's professional community by attending Professional Development days, faculty meetings, and full-staff gatherings; supporting school-wide events and occasional evening or weekend activities; and contributing positively to the school's collaborative culture

Indicators of Success in the Role

- predictable and responsive technology support processes
- reliable classroom technology systems
- reduced recurring operational issues
- well-managed device lifecycle and endpoint systems
- effective support and training for faculty using instructional technology

Compensation & Benefits

Burke's offers competitive compensation based on prior experience and position requirements. Comprehensive benefits are provided. More information about the school can be found on the website at burkes.org.

Equal Opportunity Statement

Burke's is an equal opportunity employer and makes employment decisions on the basis of merit. School policy prohibits unlawful discrimination based on race, color, age, religion, national origin, sex (including pregnancy, childbirth, and related medical conditions), genetic information, physical or mental disability,

medical condition, citizenship status, sexual orientation, gender identity, gender expression, marital status, military or veteran status, or any other consideration made unlawful by federal, state, or local laws.

Commitment to Inclusive Hiring

Burke's is committed to building a diverse and inclusive community. We strongly encourage applications from candidates of color, LGBTQIA+ individuals, and people from communities historically underrepresented in independent schools and the technology profession.

Apply

Interested candidates may apply by submitting a cover letter, résumé, and references through:
burkes.workable.com

No telephone calls, please. Burke's does not sponsor employment visas. Authorization to work in the United States is a precondition of employment.