



Annunciation Orthodox School Technology Solutions Manager

Annunciation Orthodox School (AOS) seeks a proactive, customer-focused and detail-oriented individual with a strong technical background to serve as our Technology Solutions Manager. The ideal candidate thrives on new challenges and enjoys helping others in an educational setting use technology more effectively. They will bring strong communication skills, a record of positive organizational impact and be ready to take an ownership role in managing educational software platforms and student devices while enhancing the 1:1 learning experience.

Annunciation Orthodox School, as part of its mission, celebrates the diverse characteristics and individual qualities of those that comprise our community. In alignment with our mission, we actively seek to hire candidates of all faiths, races, ethnicities, and backgrounds.

Reports to: Director of Technology **Status:** Salaried/Exempt **Start Date:** Immediate Opening

Work Schedule: 12-month school schedule. Monday - Friday, 7:30 AM - 4:00 PM; after-school meetings and occasional evenings and weekends as needed.

Responsibilities:

- Support, promote and improve effective and innovative educational and operational use of technology by AOS students, faculty and staff.
- Lead the effective management of the Student Chromebook and iPad Programs by developing and maintaining systems for device enrollment, inventory, distribution, repair and collection.
- Continuously improve workflows and processes using tools like Google Workspace Admin Console, GoGuardian and JAMF, with a focus on optimizing student access, learning and safety.
- Learn, support and manage key software systems, including visitor management, asset tracking, helpdesk and other platforms as needed.
- Troubleshoot and resolve help desk tickets and tech support requests from students, faculty and staff in a timely and customer-focused manner.
- Provide technology and AV support for school events.
- Perform and complete other IT duties and projects as assigned.

Qualifications:

- Bachelor's Degree required; Computer Science, Information Technology focus preferred
- Demonstrated experience supporting technology in K-8 educational environments
- Proficiency administering cloud-based collaboration and device management platforms (ex. Google Workspace, MS 365, JAMF)
- Ability to plan, execute, and document technology initiatives and projects
- Excellent customer service skills with the ability and desire to see the "end-user" and educational perspectives
- Ability to communicate technical issues and solutions with non-technical employees
- Ability to troubleshoot, problem solve, and learn new skills
- Ability to work both independently and in a team environment
- Experience with computer hardware support and service
- Experience with current computer operating systems and productivity software
- General understanding of basic network infrastructure and functionality
- Awareness of Cyber Security best practices

- Must be physically able to lift a desktop computer and peripherals

Technologies Supported:

The AOS Technology Department supports a wide variety of technologies. Experience with the items listed below is highly desirable:

- **Hardware:** Chromebooks, iPads, Windows PCs, interactive flat panels, printers, Cisco VOIP telephony, switches, AV and sound.
- **Software:** Google Workspace Administration, JAMF, MS Windows, Chrome OS, iOS, Google Suite, MS Office, Blackbaud Education Management, Adobe Creative Suite, as well as Visitor Management, Asset Management, Facilities Management Systems.

Please provide the following information to this email address: resume@aoshouston.org

- Cover letter tailored for this position
- Resume
- Contact information for at least three references