Job Description

Title: Information Technology Support Network Administrator/Technician

Responsible to: Director of Educational Programs, Technology and Innovative Learning

Hours: Full time 12 Month Position (8-4 on-call for priority support issues)

Position Purpose: Implementing information technology initiatives in support of the school's curriculum and strategic goals. Direct and manage Information Technology under the guidance of the Director of Educational Programs, Information Technology and Innovative Learning. This includes oversight of network, servers, services, operating systems, security solutions, hardware, peripherals, databases and the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems for the school. To carry out faithfully all the responsibilities of a Christian IT Support Network Administrator/Technician as described in the Christ Church School mission.

Mission Statement
Christ Church School serves as an outreach ministry which emphasizes academic excellence and nurtures the spiritual, physical, cultural and social development of students in a compassionate, disciplined Christian environment.

Qualifications
- BA or MS in the field of technology or related field
- Microsoft MCSE (Microsoft Certified Solutions Expert)
- Experience in technology leadership (Independent School or non-profit experience preferred)
- Demonstrate a strong knowledge and understanding of technology operations at an independent school
- Demonstrate a creative approach to problem solving
- Demonstrate ability to interact with teachers, staff and administration effectively
- A strong leader with integrity, high moral standards
- Possess an organized management style
- Highly effective communicator, who is comfortable speaking and listening to the full spectrum of school stakeholders
- Excellent interpersonal, communication and organizational skills
- Leader who is committed to expanding the horizons of education technology as set forth by the International Society for Technology in Education Standards for Administrators (see attached)

Christian commitment as CCS employees or personnel
- Demonstrate love for God
- Demonstrate love for students
- Demonstrate Christian professional competence and vision
- Remain an active member of a church whose teaching agrees with the statement of beliefs of this school and Christ Church United Methodist

General Description
- To serve as a resource for faculty
- To perform other duties as assigned by the Director of Educational Programs, Technology and Innovative Learning

- To support the school and its leadership
- Provide technical support for the network systems, information support, servers, computer equipment, software and web-based applications
- Monitor and manage internal IT ticketing system and contracted network support services
- Develop, update, and maintain the school's inventory of hardware and software
- Trouble-shoot problems relating to hardware and software

Required Related Knowledge, Skills and Abilities
- Knowledge and understanding of current information technologies and best practices
- Skilled in the use of computers, other electronic media, software and web-based applications
- Skilled in time management, ability to organize, and coordinate projects

Essential Job Functions
To serve as IT Support - Network Administrator/Technician. These responsibilities fall into six categories: Infrastructure, support, hardware, software, systems and programs.

- Set up, Install, configure, maintain, repair and upgrade servers, network and backup systems, computer hardware, software, and related peripherals; WIN and iOS platforms
- Configure local, network, and security policies and permissions
- Manage and update network infrastructure services, wired and wireless systems
- Provide after--hours on-call support for critical systems
- Troubleshoot and resolve technical issues and work with vendor support, as needed; network connectivity, software and hardware.
- Maintain and update asset inventory management system for all IT hardware and licensing
- Assess IT systems, cabling, resources, solutions – Identify the need for upgrades, configurations or new systems – recommendations and modifications
- Develop, implement and support IT policies and procedures in coordination with Director of Educational Programs, Technology and Innovative Learning, including those for infrastructure, security, disaster recovery, standards, purchasing, and service provision
- Manage the enrollment, deployment, maintenance and monitoring of mobile devices using an MDM system.
- Manage, troubleshoot and complete support log/tickets
- Provide expertise and support during systems upgrades, installations, conversions and file maintenance
- Keep current with the latest technologies and determine what new technology solutions and implementations will meet school and system requirements
- Participate in IT professional development; workshops, conferences, professional learning communities, etc.
- Work with vendors/companies to obtain quotes, order equipment, licenses, etc.
- Create and maintain IT related documentation – diagrams, system processes and procedures, disaster recovery
- Assist Director of Educational Programs, Technology and Innovative Learning with technology related project management.
- Oversee audio visual and sound systems, including projectors and Interactive boards (SMART Boards)

- Database management and analysis
- Microsoft Office 365 (Outlook, Office suite – admin and user support)
- Google G Suite for Education (admin and user support)
- Monitor web, spam and virus filtering systems.
- Renewals – equipment & Spam, Web, Backup cloud services, online subscriptions

Current Systems, Programs and Hardware

Microsoft Office 365	Apple iOS (iPads)	Windows Server 2016
Sustain Development program	Shelby Financials	Ruckus Wireless Management
Windows Active Directory & Group Policy	JAMF (iOS MDM solution)	Online educational resources
Rediker - student management system	Windows 7, 10	Online educational databases
Dell (laptops & desktops),	HP printers	Apple (iPads),
BenQ and Epson projectors	SMART Boards	Elmo doc cameras
Servers – virtual – file server and remote server	Ruckus WAPs	

Future
- School moving to 1:1 platform for student devices – laptops & iPads owned by school; at this time equipment remains on campus
- Implement Google G Suite Classroom

Physical Activities
- Stooping, kneeling, reaching, walking, lifting, fingertip work, talking and hearing.

Physical Requirements
- Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Visual Acuity
- Required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures, transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication of parts at distances close to the eyes.

Environmental Factors
- The worker is subject to both environmental conditions: activities occur inside and outside.

The CCS IT Administrator is expected to lead by whom they are and how they relate to others as much or more than by the work they prepare and deliver.

"By signing below, I agree and understand that I must be able to perform each responsibility set forth above and attachments to continue my employment with the Organization."

_____   _____

Signature   Date

Revised 5/3/18