

Technology Manager

Graduation Achievement Charter High School is in search for a Technology Manager to manage all aspects of technology.

The Technology Manager is responsible for developing and managing the technology culture of the school, including but not limited to strategy, security, inventory, maintenance, repairs, training, establishing best practices and vendor relations.

Main Responsibilities

- Provide diagnosis, troubleshooting and repair of computer systems and networks
- Establishes and oversees the implementation of acceptable use and security policies for mobile devices
- Provides technology training for staff and students
- Initiates, coordinates and enforces various policies and protocols for IT efficiency.
- Develops, maintains and communicates long-term technology strategy that includes upcoming infrastructure changes, key project milestones, reporting, etc.
- Creates and provides approval for a formalized process for granting and terminating system access; as well as, for the periodic expiration of passwords
- Establishes and oversees the implementation of acceptable use and security policies for mobile devices
- Works closely with the school staff to ensure accurate inventory of all technology assets
- Maintains a safe work environment for IT staff and other employees.
- Evaluates company outcomes in order to make recommendations regarding new IT policies and procedures
- Meets financial objectives by managing spending within the department
- Recommends software and equipment for making the school more efficient
- Provides budgetary recommendations concerning capital and operational technology expenditures
- Implements processes ensuring school technologically for beginning and ending of each year, including set-up/take down and moving of equipment as necessary; tracks and maintains technology inventory; and conducts annual physical count and write off missing assets and recommends replacements
- Implements appropriate Service Level Agreement (SLA) to ensure that users receive quality service and technical support on a consistent basis
- Monitors the compliance to the SLA and adjust service delivery as needed; improves efficiencies and effectiveness through analysis and reporting of service tickets; and reaches a high level of customer satisfaction among teachers, administrators, staff members and students

Knowledge, Skills and Abilities

- Proficient in lap tops and setting up networks
- Knowledge of Sysco Technology
- Knowledge of how to manage, trouble shoot and perform diagnostic tests on computers remotely
- Two-five years of technical and/or educational experience
- Experience working in a school setting preferred
- Proven technical management skills, both people management and project management
- Experience working in a Windows client and server environment required
- Experience in telecommunications, network security, WAN, LAN, multimedia or help desk a plus
- Required to lift and move objects up to 25 lbs
- Experience working with audio visual school components
- Experience with internet protocol
- Good working knowledge of AV Installation practices & procedures.
- Ability to work independently
- Proven experience in being able to diagnose and debug unfamiliar system problems
- Cable Pulling, Rack Building, Signal Termination, System Testing experience helpful
- Computer Literate/MS Office
- Proficiency with multimedia communication tools, such as discussion boards, web logs, email, instant messaging and audio podcasts
- Strong communication skills
- Ability and availability to travel within the state

Education

- Bachelor's degree preferred

Annual compensation for the position is \$50,000.

If interested, please submit a cover letter and resume.

EOE / M/F