



<b>Job title</b>	<i>Technology Manager</i>
<b>Reports to</b>	<i>Chief Operations Officer</i>
<b>Direct Report(s)</b>	<i>None</i>

## Job Summary

The Technology Manager will manage all aspects of GACHS technological infrastructure and systems.

## 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

# Graduation Achievement

CHARTER HIGH SCHOOL



## Knowledge, Skills and Abilities

- Proficient in laptops and setting up networks
- Knowledge of Cisco Technology
- Knowledge of how to manage, troubleshoot 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 helpdesk 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

## **Working Conditions:**

- Normal office environment

## **Physical Demands:**

- Routine physical activity associated with normal office environment
- Demonstrated ability to thrive in a fast-paced work environment

### ***Graduation Achievement Charter High School Philosophy***

*Graduation Achievement Charter High School is the standard for providing students with creative choices for their future. Proper resources, sufficient support, and the flexibility to differentiate instruction are essential. The most important resource is strong collaboration among stakeholders, starting with an outstanding staff and students invested in their own success. Effective educators engage all students in the teaching and learning process, provide them with the right tools to take charge of their own learning, and facilitate a successful transition to independent lifelong learning.*

### ***Graduation Achievement Charter High School Mission***

*The mission of Graduation Achievement Charter High School is to provide historically underserved students with a flexible and highly individualized virtual high school experience.*

### ***An Equal Opportunity Employer***

*It is the policy of Graduation Achievement Charter High School to provide educational and employment opportunities without regard to race, color, religion, creed, national origin, alienage and citizen status, age, marital status, disability, prior record of arrest or conviction (except as provided by law), sexual orientation, gender (sex), and to maintain an environment free of discriminatory harassment, including sexual harassment, or retaliation as required by civil rights law.*