Position Title: Technology Manager

Purpose of Position

The Technology Manager is responsible for the technology infrastructure that supports the systems used by employees and students. Technology infrastructure includes installation and support of servers, ordering and maintaining student and employee devices, security systems, the phone system, printers/copiers, internet access, email, software installation, software upgrades, and related inventory management. The Technology Manager works with all departments to help implement ongoing changes and improvements.

Position:

- Status: Full-time, Calendar Year
- Salaried, at-will employee
- 260 Paid Days
- Full Time Benefit Eligible / Calendar Year
- Salary Scale / Pay Grade: "Manager"

Reports To: Director of Business
Evaluated By: Director of Business
Direct Reports: Part-time Summer Assistants

Qualifications:

- BS in computer science, MIS or similar field preferred.
- Exposure to Apple, Windows and Chrome operating systems preferred.
- General understanding of networks preferred.
- In agreement with the Des Moines Christian School (DMCS) Statement of Faith.
- Active member/regular attendee of Bible believing church and committed to growth in a Biblical Worldview.
- Ability to lift a minimum of 50 pounds.

Professional Profile:

- Committed to the mission of DMCS.
- Exhibits initiative for working with minimal direct supervision.
- Ability to work in a leadership role with diverse groups, including vendors, employees and students.
- Characterized by integrity.
- Maintains confidentiality.
- Demonstrates excellence in communication.
- Willing to work evenings, weekends, and or breaks to meet deadlines or restore system functionality.
- Willing to obtain certifications for various school systems and products as required.

Responsibilities:

Technical Infrastructure
- Configures, installs, and maintains equipment including but not limited to:
    - Routers, switches, and cabling
    - Firewall and filter
    - Phone System
    - Wireless Access
    - Backup System
    - Windows Servers and Virtual Hosts
    - Security Systems
    - End user devices
- Updates software programs utilizing Mobile Device Management (MDM) Solutions.
- Maintains inventory control of all technology assets.
- Monitors hardware and software lifecycles and makes recommendations for upgrades and replacements.
- Troubleshoots hardware and software issues.
- Oversees repair process for infrastructure and end user devices.
- Administers employee and student accounts (email, network access, software access, copy systems, phones, etc).
- Monitors software licenses and related compliance.
- Communicates directly with vendors for support and purchases.
- Disposes of unneeded computers and monitors and other equipment.
- Recommends day-to-day information technology strategies and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements.

Instructional
- Collaborates with Principals and Technology Coach to:
    - determine compatibility and usability between new curriculum purchases and existing infrastructure,
    - update the technology usage policy for the student handbook,
    - monitor student device and online activity,
    - build annual department budget for classroom technology related purchases.
- Oversees the process of assigning the loaner devices to students and recording distribution of these devices in Destiny (the inventory software).
- Serves as primary back-up for the K-12 Technology Coach.

Administrative
- Co-manages the technology ticket process with the Technology Coach and takes primary responsibility for office requests and infrastructure requests.
- Maintains documentation of systems and procedures.
- Manages and controls annual IT Infrastructure operating budget.
- Processes invoices related to purchases.
- Attends conferences/workshops to keep abreast of current trends in technology.
- All other duties as assigned by the Director of Business.

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