



Information Systems Manager St. Junipero Serra Catholic School

SUMMARY:

The Information Systems Manager provides network, hardware and software support for a large Preschool through 8th Grade school. Will manage the Technical Support team. This position will work in close collaboration with the school's Director of Information Systems as well as IT support provided by the Diocese of Orange and its partner vendors.

It is a condition of employment that all employees conduct themselves in a manner that is compatible with and supportive of the teachings and mission of the Roman Catholic Church and the Diocese of Orange, including being respectful of the faith expressions of Catholicism.

SPECIFIC RESPONSIBILITIES:

Hardware and Network Support

- Monitors network to ensure peak performance of equipment to meet school's needs
- Oversees network architecture, lifecycle, integration, and installation
- Manages key network infrastructures
 - Active Directory
 - Wireless Network
 - Google configurations
 - Firewall
 - Switches
 - Content Filter
 - Virtual Servers/File Shares
 - Group and Security Policies
- Responsible for the diagnoses and resolution of all network support issues
- Works with IS Director to develop and maintain network refresh budget, schedule, and plan
- Provides equipment specifications to IS Director for evaluation of new equipment and recommends updates
- Oversees technical aspect of 1:1 program, ensuring the technology needs are met, insuring a successful program
 - Device management solutions
 - Device selection
 - Software solutions
- Assesses information systems results by auditing application of systems
- Manages the backup system to meet the needs of the data retention policy and the disaster recovery plan

- Responsible for the monitoring, response, and management of system alerts and notifications
- Plans, oversees, and performs network assessments and security audits

Software Support

- Develops and oversees implementation plan for all new software hosted both on premises and in the cloud
- Oversees all critical software adoptions to ensure a safe environment for the school network:
 - Device management
 - AntiVirus
 - Patching
 - Content filtering
 - Device location services

Administrative Responsibilities

- Oversees the technology support program
- Manages the support ticketing system
- Meets regularly with Information Systems Director to report on initiatives, personnel, and the overall health of the network, systems, and cybersecurity protections.
- Supervises technical support staff:
 - Creates ongoing learning and development plans and follows up on progress.
 - Arranges for ongoing cross training of the team.
 - Ensures all necessary certifications and professional development are current
 - Recommends new certifications and training
 - Provides training as necessary
- Prepares and maintains documentation of infrastructure, networks, configurations, and cable layouts
- Serves as school's primary escalation point for all technical needs
- Maintains relationships with vendors, affiliated entities, and technical staff
- Evaluates and implements technological improvements; advising the Information Systems Director on all new potential integrations and deployments
- Works with the IS Director to establish best practices, policies, and procedures for the school
- Provides after-hours or weekend support and maintenance as needed
- When possible, provides assistance to affiliated entities

QUALIFICATIONS:

- Technical AA or Bachelor's degree. Extensive certifications may be considered in lieu of a degree.
- 5+ years of experience managing IT for a medium to large size organization. School experience a plus.
- 1-2 years of leadership/supervisory experience in a help desk/technical support environment.
- Experience with network architecture, application deployment, and operations.

- Strong experience in supporting a variety of software. Knowledge of educational software a plus.
- The ability to work collaboratively with various partners including on-site staff, school leadership, Diocese leadership and vendors.
- Advanced knowledge of database maintenance and system security.
- Ability to keep up with technical innovation and trends in Information Technology.
- Strong verbal and written communication skills.