

## **Technology Manager**

### **Responsibilities:**

#### **System and Network Management:**

- Manage the organization's IT systems, including:
  - On-premise server management
  - Cloud based software/systems (Microsoft 365)
  - User accounts and network directory
  - Wired and wireless network systems
  - Firewall, internet connection and DNS
  - Backup systems

#### **Equipment Maintenance:**

- Install, maintain and troubleshoot hardware and software IT equipment(s), including:
  - Computers, laptop workstations, promethean boards, tablets, and assistive technology for students and staff
  - Telephones, copiers and printers
  - A/V systems (including projectors and video sources).
  - Maintain accurate inventory of all IT assets and plan for replacements and upgrades

#### **End-User Support:**

- Provide prompt, on-target, technical support for the School community, ensuring that issues are addressed by resolving, researching or escalating them properly.
- Make effective use of the Help Desk support system to track and manage user support requests.
- Provides in services and education to staff to regarding technology application including training new staff on current technology and annual refreshers as well as training on new technology implementation within the organization.

#### **Database Management**

- Serve as liaison between PGCS and student database system
- Work with database providers to ensure database access, set up training and provide support for all database systems, including:
  - Donor database system
  - Early intervention system
  - School website



- Financial database system
- Student database system

#### Vendors:

- Serve as liaison to technology vendors
- Identify and vet new vendors as needed

#### Overall

- Supports and is willing to advance the mission of P.G. Chambers School
- Ensures integrity and security of organizational data on computers, tablets, devices, AT equipment, and all databases
- Identify technology needs and provide effective solutions
- Monitor emerging technologies and assess their potential impact on the organization
- Prepare and manage budget for IT projects, ensuring efficient allocation of resources

#### Qualifications and Skills

- Associate or Bachelor's Degree in a technology-related field is highly preferred.
- At least 3 years of experience in a related IT systems and/or support position
- Strong proficiency with Windows Operating Systems and software applications including Microsoft Office Programs (Microsoft 365)
- Experience supporting printers, computers, tablets, audiovisual systems and other devices
- Demonstrates an eagerness to learn, explore and complete tasks fully and efficiently
- Demonstrates a high level of attention to detail
- Able to prioritize tasks to ensure that critical/urgent tasks are addressed in a timely fashion
- Highly self-motivated, and takes pride in the quality of result he/she produces
- Demonstrate patience and kindness while working to support and educate the community of staff
- Ability and eagerness to work with cross functional departmental teams to collaborate on technology related projects as they arise
- Competence with new and emerging technologies
- Ability to lift 40 lbs.