



Christian Brothers High School

Job Description

Job Title: **Manager of Technology Services- Interim**
Reports to: Director of Finance
FLSA Status: Full -time Exempt
Salary: TBD

The Mission of Christian Brothers

Christian Brothers High School is a Lasallian Catholic coeducational college preparatory high school. We are dedicated to inspiring and empowering young men and women with a challenging, relevant, and diverse academic program and co-curricular activities. Students thrive in a Christ-centered community that fosters faith, integrity, global citizenship, leadership, and service, preparing students for college and life.

Summary of Position: The Manager of Technology Services oversees technology operations with a hands-on approach to ensure that the school's technology systems and services are always available and secure; that end-users enjoy a responsive, competent, and supportive experience in their classrooms, offices and while remote; and that all school digital information is secured, backed up, protected, and accessible only by authorized users. The role oversees the management of all end-user and classroom devices and provides competent and responsive support to all users.

Duties:

1. Customer Service
 - a. Ensure that end-user support requests are handled within the school's ticketing system, completely, correctly, competently, in a timely manner, and with regular communication with the end-user.
 - b. Regularly audit tickets for compliance with school policy, professional communication, and completeness standards.
2. Security
 - a. Ensure that best practices are followed in managing cyber security risks to the school and its users.
 - b. Research with qualified outside sources and update cyber standards as often as needed to manage new and existing risks.
 - c. Provide monthly report of cyber security risk management preparedness to administration
3. Classroom Technology
 - a. Ensure that classroom projection and sound systems meet instructional standards and needs.
 - b. Regularly audit all classrooms and remediate loose, dangerous, or exposed cabling, faulty connections, and projection or sound problems.

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4. Technology Protection and Risk Management
 - a. Ensure that the school's backup and disaster recovery plans are being followed nightly and that all data sources are backed up and in compliance with school and industry standards of frequency, redundancy, encryption, and recoverability.
 - b. Apply updates to end-user systems as they become available from the manufacturer and have been tested for compatibility with the most common and necessary applications.
5. Systems
 - a. Maintain and resolve problems with all internal server platforms, including hypervisors, host hardware, guests, physical servers, attached storage, SANs, and NAS.
 - b. Research and regularly apply security patches and updates required to meet the most current standards of safety, performance, and security.
 - c. Ensure that all critical network systems are protected from power failure with battery backup that meets the school's uptime requirements.
 - d. Ensure that all of the school's essential systems, services, and applications are covered by a manufacturer warranty or service contract.
 - e. Liaise with manufacturers to obtain prompt replacement or repair of critical infrastructure and end-user components and systems.
6. Communication Systems
 - a. Manage the school's telephone systems to keep the user database current and functional
 - b. Liaise with service providers to report operation in the event of a communication system failure
 - c. Deploy, update, service, support, and manage the school's online meeting systems and software. Resolve performance or availability problems promptly
7. Network Availability and Performance
 - a. Monitor network systems security, availability, and performance and prioritize service in the event of a failure or reduction in service.
 - b. Prioritize the prompt and accurate identification of the cause of classroom-impacting network problems by responding quickly and providing a clear explanation of the cause and a timeframe for resolving the problems found.
8. Reporting and management
 - a. Provide bi-weekly reports of upcoming goals and objectives, as well as a status of accomplishments and goal-meeting of the previous period. This is a goal-driven position, and significant work must be applied to creating goals that have a long view and support the administrative and instructional needs of the school.
 - b. Provide monthly reports of the significant operational metrics that convey a complete view of the effectiveness and needs of the department, as well as key indicators of areas of improvement.

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9. Device Management
 - a. Develop a Device Management Plan (may require consultative assistance) and implement it as the basis for all device management.
 - b. Acquire, secure, prepare, deploy, update and manage end-user devices using the school's device management plan and industry best practices.
 - c. Deploy and maintain endpoint protection on all end-user devices. Produce and provide regular (monthly) reports to senior administration that indicate patch compliance and coverage.
 - d. Respond to lost devices by remotely locking them down.
 - e. Manage acquisition and deployment of software licenses and applications.
 - f. Manage device and application licenses
10. Purchasing and Budget
 - a. Follow school policies to plan and purchase required supplies, complying with budgetary constraints, processes, and guidelines.
11. Projects
 - a. Schedule and manage budgeted and approved technology projects. Keep those projects on time and within the budget.
12. Personnel
 - a. Oversee technology personnel and contractors.
 - b. Verify that personnel comply with school policies
 - c. Manage overtime to negligible amounts. Get pre-approval for overtime when at all possible.
13. End Users
 - a. Maintain directory and group enrollment to include only current staff and students

Skills, Qualifications, Competencies, and Requirements

1. 5 years of experience directly supporting Tier 1 and Tier 2 support of end-user devices running Windows, Mac OS, and IOS software.
2. 3 years of experience supporting the local area and wireless networks.
3. 2 years experience supporting Windows servers in both physical and Hypervisor environments, including VMWare and/or Hyper-V; Active Directory
4. 2 years experience managing and operating Google administration and/or Microsoft 365 for organizations
5. 3 years experience managing large numbers (>200) of end-user devices using mobile device management software and/or methodologies to prepare and deploy applications to them
6. Diagnose and solve a wide range of problems with operating systems, hardware, and applications efficiently and effectively.
7. Strong organizational skills; ability to manage interrupt-driven workload.
8. Strong understanding of the Windows and Mac operating systems, Windows servers, wired and wireless networking.

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9. Experience with SQL and databases preferred.
10. Demonstrated time management skills; ability to prioritize support requests, and work on multiple tasks with minimal supervision, and escalate support requests as necessary to ensure that all support requests are resolved within acceptable time frames.
11. Team player with strong customer service orientation. Ability to work well with a diverse group of students and colleagues; willingness to be an active, enthusiastic member of the Christian Brothers High School community.
12. Commitment to supporting equity and inclusion at Christian Brothers High School.
13. Fluency in reading, writing, and speaking in English.

Education and Experience

1. Bachelor's degree education in IT, preferably with a well-rounded major such as computer science, information technology, or management information systems.
2. The ideal candidate will be efficient, organized, flexible, and possess an aptitude for technology.

Physical Requirements

1. Ability to sit, walk, stand, bend, squat, climb, kneel, and twist on an intermittent or sometimes continuous basis
2. Ability to grasp, push, and/or pull objects
3. Ability to reach overhead
4. Ability to operate the telephone
5. Ability to lift up to 25 lbs.
6. Ability to operate a computer
7. Ability to process written, visual, and/or verbal information
8. Ability to operate basic office equipment and tools PC, Fax Machine, Telephone, Calculator, Copier, Printer.

Qualified individuals must be able to perform the essential duties of the position with or without accommodation. A qualified person with a disability may request a modification or adjustment to the job or work environment to meet the physical requirements of the position. Christian Brothers High School will attempt to satisfy requests as long as the accommodation needed would not result in an undue hardship.

Those interested should submit a resume and cover letter to hr@cbhs-sacramento.org Along with your submission in the subject line please list the title of the position you are interested in applying. This position is open until filled.

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Job Description

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Christian Brothers High School is an Equal Employment Opportunity Employer.
Minorities/Women/Veterans/People with Disabilities.

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