

EAST JOB DESCRIPTION

JOB TITLE: Senior Director of Information Technology

DEPARTMENT: Technical Services

SUMMARY: The Senior Director of Information Technology provides oversight, direction, and management to the Technical Services & Web Development teams. The Senior Director of Information Technology is responsible for overseeing the development and execution of the equipment specifications (for EAST classrooms) and the installation process. The Senior Director of Information Technology is responsible for managing the network infrastructure, maintenance of servers both physical and virtual, managing online services, and making recommendations to management on technology purchases and upgrades.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides oversight, direction, and management of the Technical Services and Web Developer teams, and manages and coordinates team activities for the highest quality and the most efficient use of resources.
- Monitors, maintains and documents the EAST technical infrastructure ensuring a safe and secure environment for company files and information.
- Manages data integrity to include backup and security.
- Collaborates with the Manager of Technical Services on the coordination of technical on-site school visits.
- Manages all networking related equipment including servers, switches, routers, access points, and printers. Provides high level oversight on staff assigned technology and training equipment.
- Coordinates with Internet Service Providers for optimal connectivity and bandwidth.
- Oversees resolution of staff technical issues in a timely manner.
- Manages Google Apps domain (and all other locally housed/web/cloud based shared resources) including creating and maintaining user accounts, as well as monitoring services and settings to ensure security and accessibility.
- Evaluates emerging technologies with recommendations based on research, technical knowledge, and experience to benefit the organization or its programs.
- Manages and maintains communication technology e.g. office phones, staff cell phones, hotspots, devices with data plans, etc.
- Work closely with the Purchasing & Inventory Manager to assist in the procurement process and other IT purchases.
- Coordinates the new school specification list and installation process
- Collaborates with the Web Team on technical needs of the web-based infrastructure to include monitoring services and settings to ensure security, permissions and accessibility of EAST Web Services.
- Manages company owned technology and assists the Accounting department with annual physical inventory.
- Assists the President/CEO and the Board of Directors in development, review, revision, and modifications to the comprehensive strategic plan.
- Represents the interests of EAST at various events and conferences
- Other duties as assigned

SECONDARY DUTIES:

- Works with staff and committees to plan and deliver the Annual Conference and other events
- Participates in the planning, development, and delivery of training for both internal and external audiences
- Provide technical support to EAST programs, as needed
- Coordinate live-streamed productions

QUALIFICATIONS:

- Proficient in Windows server management (data storage, web, SQL, backup, DNS, Active Directory and firewall), network architecture, Hyper-V, printers, and technical support issues
- Working knowledge of the iOS/Apple operating systems particularly where they integrate into the Windows environment
- Proficient in managing online services (Google, Azure, AWS, domain names, etc.)
- Understanding of website and database development and support
- Basic knowledge of standard business practices
- Prior supervisory experience required
- Ability to communicate with a diverse population of support seekers (technically proficient to technically illiterate)
- Ability to provide excellent customer service in all circumstances
- Ability to collaborate in teams
- Ability to make independent decisions and take calculated risks
- Ability to plan and execute long-term projects
- Must be extremely detail-oriented and able to make sound decisions
- Must have a current, unrestricted driver's license
- Must have the ability to travel overnight

SUPERVISORY RESPONSIBILITIES:

- Direct Supervision of the Technical Services team
- Direct Supervision of the Web Team

EDUCATION AND/OR EXPERIENCE:

- College degree in Computer Sciences or related field preferred or specialized training or certification and experience in lieu of degree in the field of computer sciences
- Two or more years of experience in managing technical resources and people

LANGUAGE SKILLS:

- English language: including punctuation, spelling, grammar, and writing technique
- Excellent written and verbal communication skills

REASONING ABILITY:

- Ability to problem solve using deductive reasoning skills in a timely manner

MATHEMATICAL SKILLS:

- Basic skills including but not limited to addition, multiplication & division of whole numbers, decimals & fractions

PHYSICAL DEMANDS: *Requests for accommodation need to be directed to Human Resources.

- Ability to occasionally lift 35 pounds
- Ability to drive a car
- May frequently be required to stand, walk, use hands, reach, stoop, kneel or bend, talk, or hear

WORK ENVIRONMENT:

- Quiet to moderate noise level
- Fast paced and positive

Signature

Print Name

Date