



American School of Bombay

Our Mission

We inspire all of our students to continuous inquiry, empowering them with the skills, courage, optimism, and integrity to pursue their dreams and enhance the lives of other.

Job Description

Position:	IT Services Manager
Division:	Technology Support
Supervisor:	Director of Technology Support
Contract:	Initial three-year contract (220 working days)
Start Date:	December 1, 2018

Position Summary:

The IT Services Manager is responsible for supporting school administrators, faculty, staff, students, and parent users with the IT infrastructure of the school. Working closely with the Director of Technology Support, this position helps to develop and implement the philosophy, policies, and procedures of the Infrastructure Technology Division. This position focuses on IT support for the school. The IT Services Manager will assist with other areas of technical support as needed by the school including developing and maintaining a support structure with the help of the Tech Support and AV Specialists.

The IT Services Manager is responsible for maintaining the information technology infrastructure of the school. This includes monitoring, maintaining and upgrading major components of the wired and wireless network (firewall, switches, routers, access points, and cable plant), the academic and administrative servers, security and backup systems.)

The ASB Mission and Core Values guide our work.

Responsibilities:

Technical Responsibilities:

Administration, Service, Maintenance, and Support:

- Assist with network planning, design, and implementation.
- Work independently to support the Windows network and services of Windows configured in the Windows domain.
- Maintain Active Directory, DNS, DHCP, NPS and proprietary services for all student and staff clients. Example, Veracross, PowerSchool, and all ASB school hardware and software.
- Maintain a change log and diagrammatic representation of the network and servers.
- Monitor system logs and activity on all servers, and report regularly on the health of network, servers, security, backups, Internet service.
- Ensure secure operation of all servers and services. Maintain a list of user accounts and passwords for root level and admin level of all networked servers and communicate changes to the Director of Technology Support.
- Maintain a system for backup and disaster recovery and test on a simulated network environment.
- Help maintain ASB's veracross portals and website support and provide on-demand assistance at the helpdesk to students teachers parents and staff.

- Perform maintenance on staff and students accounts on all designated servers. Assist in developing student and faculty accounts for the shared data storage servers.
- Network Infrastructure Administration: manage all switches, routers, wireless hubs and the firewall system along with cabling infrastructure.
- Network Overview and Development: Monitoring network performance, bandwidth usage, and development of the network.
- Assist with the development and maintenance of a school/community communication system.
- Manage, facilitate, and troubleshoot all email issues, email security, user policies, backup, upgrades and e-mail services in general on Microsoft Office 365. Setup and maintain active directory sync with office 365 and Google Apps.
- Maintain inventory of spare parts and other consumables for repairs and upgrades
- Maintain iPad usage procedures (consistent login, storage procedure, etc.).
- iPad server, updating, and deployment
- Integrate available technology into the classroom and explores emerging technologies.
- Provide opportunities for students to initiate and adapt engagements to enhance their learning.

Core Values

We believe that...

Each person has equal intrinsic value.

People are responsible for the choices they make.

All people have potential for growth.

Internal motivation is the most powerful driver of learning and success.

A balanced lifestyle is the essence of well-being.

Mutual trust and respect are essential for healthy, enduring relationships.

Embracing our interdependence is vital for community to flourish

Practice, perseverance, and reflection are integral to a culture of excellence.

We are the trustees of our environment.

Development:

- Research new technologies and present recommendations and justifications on major hardware and software purchases to improve performance, efficiency, and productivity
- Train Help Desk personnel on providing support for services that are frequently used at school

Administrative Duties:

- Participate in the K-12 Information Technology Committee
- Make recommendations for the IT budget
- Maintain hardware and software inventories
- Negotiate and offer technical expertise for IT purchasing and contracts
- Work on special projects as requested by the Director of Technology Support
- Assist Director of Technology Support in the communication of policies and procedures to end users
- Assist Director of Technology Support with the training of administrative staff on administrative applications
- Serve with Director of Technology Support, as a technical contact to vendors when necessary
- Assist the IT Department technical support staff as needed and work as a member of the IT team
- Identify the strengths of team members and help them develop their roles
- Oversee leave management and maintain team morale

Professional Growth:

Formal Evaluations done twice a year by the Supervisor.

The Ideal Candidate will Have:

Educational Qualification and Experience:

- A relevant Bachelor's or Master's degree from an accredited university.
- A minimum of five year relevant experience in the IT industry.
- Certification in Microsoft, Apple, Google, Networking, AWS certification, Enterprise Firewall and Wireless Management and Project Management.

Capabilities:

- Acts with integrity and ethically at all times.
- Collaborative - Work productively with team members and community stakeholders
- Demonstrates a growth mindset
- Critical Thinking - Evaluates and reflects on current research and professional practice on a regular basis to make effective use of tools to support student learning
- Creative and innovative approach to projects
- Manages complexity
- Ability to work independently as well as provide leadership
- Excellent interpersonal and communication skills
- Intercultural competence

Professionalism:

- Demonstrate professionalism in dress, communication, behavior.
- Customer Service Outlook - Student, parent, and staff needs must be met in a timely and efficient manner. The IT Services Manager must be flexible and complete all jobs.

Child Protection and Safety:

The American School of Bombay promotes a safe and positive community and has a special obligation to protect students. All Employees are bound by the Code of Conduct and required to submit a government issued background verification. All members of the community are responsible for the safety and well-being of every child.

Note:

All American School of Bombay employees will have a job description which will outline responsibilities, specific duties and delineate lines of reporting. However, at times, an employee may be assigned a task that is not spelled out in their job description including a job customarily assigned to another individual. In such cases, it is essential that a collaborative spirit of collegial interaction is demonstrated. Supervisors will keep in mind the job description when assigning tasks and adhere to the spirit, if not the letter of the job description.