Position Title: Director of Information Technology Services

Last Updated: March 2024

Reports To: Chief Financial Officer

Status: Full-time, Exempt

Schedule: Calendar Year: Base 40 hours per week
Monday through Friday, and Class Saturdays, throughout academic calendar year
Must be available for evening and weekend meetings
Will serve as "on call" resource during non-business hours

Benefits: Full benefit eligibility
Tuition Remission Eligible-Yes

Summary Description: The Director of Information Technology Services is responsible for the implementation, operation, and direction of the School's Information Technology Services. The Director also leads in the development of the school's infrastructure technology goals and objectives, oversees and manages the technology support team, and coordinates the development, implementation and operation of supporting academic technology efforts across the campus.

Essential Functions:
- Develop and implement a comprehensive technology infrastructure strategy aligned with the School's objectives and needs
- Build and lead a high-performance technology team, with both day-to-day oversight and strategic planning, fostering a collaborative and inclusive team culture that values diversity and promotes a positive and customer centric working environment
- Oversee the design, implementation, and maintenance of the School's IT infrastructure, including networks, servers, storage, and other critical systems
- Evaluate, select, and manage technology vendors, service providers and related contracts to ensure the delivery of high-quality services and solutions
- Oversee the implementation and management of all IT security protocols, including firewalls, intrusion detection systems, IAM policies, and data encryption practices
- Lead an engaged and service focused Help Desk
- Responsible for developing, implementing, and maintaining the School's IT disaster recovery plan to safeguard critical data and systems
- Manage the IT budget, ensuring resources are allocated effectively
- Ensure the integrity of all technology operations and procedures in compliance with best practices, industry standards, and legal regulations
- Assist/partner with faculty and other administrators in the adoption and integration of academic instructional technologies across campus; working with the Dean of Academics office in the development and delivery of academic technology-based products and services that advance the educational experiences of the community
- Research, evaluate, partner, and implement emerging technologies to improve engagement and/or enhance staff, faculty, and student experiences
- Partner with Campus Safety, Physical Plant, Admissions, Advancement, Academic Affairs, etc., with system support for the respective technology operations
- Collaborate with cross-functional teams, from across campus, to drive innovation projects from concept to implementation
- Research and recommend hardware and software solutions for the school and oversee its procurement and implementation
- Manage various technology projects, working closely with various stakeholders to define success criteria to ensure projects are delivered on time, within scope and within budget

Essential Functions continued:
- Ensure technology support needs for school events/functions during school hours/evenings/weekends
- Oversee telecommunication systems and copier management network
- Participate in the coordination of the school's emergency response system
- Serve on the School's Technology Committee

Additional Responsibilities:
- Required to wear proper attire, consistent with school's dress code at all times and to maintain positive attitude and appearance in accordance with department/school standards
- Must maintain high level of personal hygiene and cleanliness at all times
- All school employees have some responsibility for reporting inappropriate behavior to School Administration in order to maintain a safe learning environment
- All school employees must acknowledge receipt of the current Williston Employee Handbook and are responsible for reviewing the contents and must abide by rules, policies and procedures stated in the document
- If applicable, Faculty and Administration shall be responsible for reviewing and understanding the provisions stated in the Faculty/Administration Supplement
- Other duties as needed or assigned

Qualifications:
- Bachelor's degree in Computer Science, Information Technology, or related field is required; Advanced degree is preferred.
- Minimum of seven years' experience in IT, preferably with an educational/independent school background
- Minimum of five years' experience of employee supervision
- Excellent understanding and experience in project management principals, strategic planning, and execution
- Demonstrated working knowledge of, Microsoft operating systems, Microsoft Office Suite, Microsoft file sharing
- Aptitude and familiarity with industry standard web applications, web design software and coding languages, web searching, learning management systems, HTML, Internet, and academic software
- Knowledge of educational software (Blackbaud and/or Veracross, a plus)
- Must have extensive knowledge of and experience with a wide range of computer systems and applications
- Knowledge of data and telephone networks, as well as student information systems
- Demonstrated interpersonal verbal and written communication skills required to successfully interact with diverse staff, faculty, students, and other constituents of the School
- Demonstrated ability to convey technical subject matter in an understandable manner to a non-technical audience
- Experience with enhancing the learning and teaching process through the use of technology in an academic environment
- Exceptional interpersonal skills, an enthusiastic collaborative approach to work and colleagues with a clear and decisive leadership style
- Strong organizational skills for multi-tasking and prioritizing responsibilities to manage competing deadlines
- Should have substantial exposure to data processing, hardware platforms, enterprise software applications, and outsourced systems, including email, data, and off-site retention
- Must be able to work intuitively and independently on multiple projects simultaneously and work well under limited time constraints
- Must be detail-oriented, creative, flexible, and motivated by challenges, setting and managing priorities with stakeholders
- Willingness to become actively engaged in the lifestyle of an independent boarding school
- All employees are required to participate in annual harassment awareness training as a condition of employment
- Positive appearance, attitude, and presentation with a strict sense of confidentiality
- Must have the ability to work in a school environment by successful completion of all legally required and school required background checks including the state mandated CORI, Criminal Offender Record Information, SORI, Sex Offender Record Information and Fingerprint based criminal background check
- Regular and consistent attendance and punctuality is required as a condition of employment
- Must have a valid driver's license

Physical Qualifications:
The person in this position:
- Will regularly communicate with other staff, vendors, visitors in person, via phone, email, etc. and must be able to convey accurate information
- Can remain in a stationary position for extended periods of time, i.e., standing/sitting
- May need to bend, lift (up to 30 lbs.), push, kneel, crouch, crawl, stoop
- Will use hands and fingers for manipulation of equipment or tools
- Will use specific vision abilities required include close vision, distance vision, color vision and depth perception

Working Environment:
- The work environment is usually moderately quiet; however, variations in noise level may occur when employee attends school functions such as assemblies and other events
- The environment may be hectic at times with frequent interruptions, multiple distractions, and changing priorities
- The employee may be exposed to dusty environments

Limitations and Disclaimer

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. This job description reflects the administration's assignment of essential functions; and nothing in this herein restricts the administration's right to assign or reassign duties and responsibilities to this job at any time.

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an "at-will" basis.