

ARKANSAS SCHOOL FOR MATHEMATICS, SCIENCES, AND THE ARTS

JOB DESCRIPTION

POSITION: Information Technology Manager

REPORTS TO: Director

CLASSIFICATION: Exempt

PURPOSE OF THE POSITION:

- To assume overall responsibility for all information technology processes and needs for the institution.
- To provide technology training and assistance to faculty, staff, and students.
- To conduct routine preventive maintenance activities and monitor systems for efficiency.

RESPONSIBILITIES AND PERFORMANCE STANDARD:

Duties include, but are not limited to:

- Overall responsibility for all information technology processes, projects, and compliance.
- Manage the Information Technology team
- Manage the Local\Cloud infrastructure.
- Plan, organize, direct, and manage the Information Technology resources, projects, and program support activities for ASMSA.
- Oversee and assist in the installation and repair of campus hardware and software. Manage department budget and procurement process.
- Monitor and maintain campus Local Area Networks. Firewall, Servers, Switches, and Cloud Services
- Conduct routine evaluations of the ASMSA network and data security
- Work closely with other department managers to assess the growth needs and maintenance of the schools' network.
- Identify technological needs, update technological equipment, and make recommendations to the Director.
- Manage security for all related hardware, software, and peripherals. Ensure integrity of critical data including offsite backups.
- Develop and maintain campus Information Technology policies and procedures, educate faculty and staff on requirements, and ensure compliance with UA system policies and applicable state and federal laws and regulations.
- Prepare and manage federal E-rate requests for ASMSA in conjunction with the Director.
- Train and mentor technology team on technology solutions

- Provide technology training as needed for faculty and staff.
- Recommend hardware, software and infrastructure to accommodate student, faculty and staff use.
- Assist users in the use of technology equipment and provide support on LMS and SMS..
- Collaborate with University of Arkansas System officials on IT topics, network security, and technology audits.
- Serve as IT representative on the Teaching and Learning Committee. Provide Level-2/3 support and troubleshooting to resolve issues.

POSITION QUALIFICATIONS:

- A Bachelor's degree or equivalent from an accredited university or technical school; Experience and/or training equivalent to a degree may be considered.
- At least three years related experience and/or training or equivalent combination of education and experience preferred.
- A minimum of two years experience in a supervisory or lead role is required.
- Working knowledge of current Windows OS, current Macintosh OS, Microsoft Office.
- Working knowledge of computer networks HP/Aruba switches preferred. Working knowledge of firewall configuration Fortinet preferred.
- Working knowledge of wireless systems configuration Aruba/Extreme preferred. Working knowledge of Windows Server, DNS, DHCP and IP, Virtualization (Hyper-V/VMWare), Azure, Microsoft Entra Services, Intune.
- Organizational and time management skills to coordinate multiple projects,tasks and deadlines on a regular basis.
- Strong interpersonal skills, able to create and maintain professional and cooperative work relationships within and outside of the school.
- Ability to supervise, coach, and manage employees effectively.
- Ability to analyze technology issues, apply critical thinking and problem solving strategies striving for greater business efficiencies.
- Must be able to lift 30 lbs. and climb ladders.
- Continually learning and improving your skillset to stay abreast of the latest changes in Azure, security news, and the industry