

Technology Support Manager Job Description

About KIPP Bay Area Schools

KIPP Bay Area Schools is a nonprofit network of seven public charter schools serving 2,000 students. These tuition-free, college-preparatory schools are located in the underserved neighborhoods of Bayview Hunters Point and the Western Addition in San Francisco, East San Jose, San Lorenzo, and West Oakland. Our mission is to ensure our students develop the knowledge, skills, and character needed to succeed in college and the competitive world beyond.

The Knowledge is Power Program (KIPP) began in 1994 in Houston, Texas. Today, there are 82 KIPP schools across the nation serving more than 16,000 students. KIPP Bay Area Schools is the nonprofit that manages the seven KIPP schools in the Bay Area.

Position Overview

The Technology Support Manager's primary responsibility will be to provide and coordinate desktop support across our school network. This position provides a first response to all requests for technical support and assistance, and escalates and routes issues to appropriate staff or consultants as necessary. The ideal candidate for this position is an excellent communicator who enjoys working with people and fixing technology. The candidate should also possess strong organization and coordination skills to manage not only his/her work but also direct the work of outsourced technology technicians who routinely visit our schools to ensure all issues are appropriately addressed, documented, and swiftly resolved.

The Tech Support Manager will be based out of the Regional Support Office in Oakland. On average, the Tech Support Manager will spend 4 days in Oakland and 1 day a week in our schools.

This position will be a critical member of the shared services team and will work closely with individual teachers, school Operations Managers, and our outsourced technology technicians. This position will report to the Chief Operating Officer. The target start date for this position is April 1, 2010.

Primary Responsibilities Include:

Desktop Support

- Provide first-response technical support to all issues reported via phone and on-site visits. Technical support includes troubleshooting computer software and hardware, replacement/upgrades, data migration and archival, and Active Directory account, mailbox, and distribution list management
- Manage, and promote usage of, our online helpdesk
- Ensure all issues are expediently addressed, resolved, and documented with technician notes
- Provide technology orientation and training to KIPP Bay Area Schools staff
- Provide monthly support reports to management and analyze results
- Actively raise issues and recommend improvements to desktop support services.

Management of Support Vendors

- Direct the work of external technical consultants who provide routine on-site tech support to each of our schools and the Regional Support Office
- Manage process (onsite and documentation) of technical consultants work

Basic Systems Administration

- Provide Active Directory account management, Exchange mailbox management (creation and removal only), and email and security group management.
- Review backup logs and manage backup for the Regional Support Office

Other tasks as directed, including content filtering, contributing to Asset Tracking system, and documentation of IT policies and procedures

Skills and Qualifications

- Unquestioned integrity and commitment to KIPP Bay Area Schools' mission.
- Minimum 3-6 years in the IT industry – preferably with experience in an educational institution.
- Experience in a desktop support services team
- Outstanding organizational skills and high attention to detail; outstanding written and oral communication skills. Ability to present problems and solutions in non-technical jargon.
- High level of flexibility, with a strong work ethic and an entrepreneurial spirit to accommodate a high level of responsibility and multiple priorities.
- Articulate, professional demeanor with strong self-confidence and initiative.
- Willingness to travel between sites in the Bay Area as required (current regional footprint: San Francisco, Oakland, San Lorenzo, San Jose).
- A+ certification
- MCSA, MCSE, and/or MCITP certification in Active Directory and/or Exchange services preferred
- Previous experience managing Windows 2003 servers and databases with Windows clients.

Key Technologies to Support:

- Windows 2000, XP, and Vista workstations in a managed Active Directory/MS Exchange environment
- KIPP Bay Area Schools' Helpdesk system to collect, manage, and prioritize requests for support (will train)
- SonicWall Firewalls and/or other Content Filtering Services
- Working knowledge of TCP/IP networking
- Systems administration of Microsoft Active Directory and MS Exchange 2003 or later for purposes of performing account, distribution list, and mailbox management.
- Backup Exec 10 – 12.5
- Experience using Microsoft Windows SharePoint Services a strong plus

Salary & Benefits

We offer a competitive salary and benefits package depending on experience and qualifications.

To Apply

Please send your resume and a detailed cover letter demonstrating your interest in working for KIPP Bay Area Schools and your unique qualifications for the position, to hr@kippbayarea.org with "Tech Support Manager" in the subject line. Resumes submitted without a cover letter will not be considered. We are strongly committed to hiring a diverse and multicultural staff and encourage applications from traditionally under-represented backgrounds.