

Maine Township High School District 207

Dr. Kenneth Wallace
Superintendent

Administration Center
1177 South Dee Road
Park Ridge, Illinois 60068-4398

October 9, 2020

Job Vacancy Notice

Director of Technology Customer Support

DESCRIPTION

The Director of Technology (IT) Customer Support manages the school IT staff to ensure that customers are the focus of our efforts in managing and deploying IT systems and hardware. Collects performance metrics and presents them to describe and enhance departmental activities. Participates in researching and piloting new software and hardware. Maintains IT asset inventory and documents processes and procedures. Assists in developing, implementing and maintaining IT department budgets.

REQUIRED QUALIFICATIONS

- Exceptional customer service skills and service orientation
- Excellent organizational and leadership skills
- Strong project management skills
- Strong analytical and problem solving skills
- Excellent verbal and written communication skills
- Ability to work professionally in a fast-paced, dynamic, and collaborative team environment
- In-depth knowledge of operating systems in use (Chrome, Windows, and iOS)
- 2+ years experience with systems in an enterprise networked environment including Active Directory, LDAP, SSO, G Suite and virtualization platforms
- Previous technical leadership experience in school environments
- Experience in IT department budgeting, budget control, and financial analysis
- Previous experience in purchasing and vendor management
- Ability to work independently and manage ambiguity
- Experience working with persons from diverse communities and varying technical knowledge
- Ability to maintain confidential records
- Motivated to continuously learn and develop industry-related skills and certifications

PRIMARY DUTIES & RESPONSIBILITIES

- Strategically lead IT customer support team to enhance overall customer satisfaction and set goals for customer satisfaction
- Use enterprise grade ticketing and workflow management systems to ensure technician productivity and track and proactively mitigate system-wide issues

- Establish KRA's for IT customer support and measurement systems for them
- Empower and engage the Chrome Depot teams
- Engage with the technology leadership team and support other leaders district-wide
- Advocate for the district's customers
- Manage hiring, training, retention and assessment for staff members
- Continually engage with IT department customers by visiting schools and interacting with teachers, administrators, secretaries, and other school personnel
- Maintain up to date records of the district's staff and student devices
- Manage departmental budgets for services, software and hardware

SALARY & BENEFITS

- \$120,000-\$135,000 per year
- 22 days paid vacation/17 paid holidays/14 sick days
- Medical & dental insurance
- IMRF pension, employees vested after 10 years of employment
- Paid term life insurance policy equal to two times the annual base salary

TO APPLY

Complete an online application at www.generalasp.com/D207/onlineapp/ no later than Friday, November 6, 2020.

As a matter of policy, the race, color, religion, national origin, ancestry, age, sex, sexual orientation, marital status, handicap, disability, unfavorable discharge from military service, or any other unlawful basis of discrimination, including harassment as defined and provided by the Illinois Human Rights Act and all other applicable state and federal laws shall not be considered either a qualification or disqualification of any applicant.