

End User Support Manager

Brentwood Christian School

REPORTS TO: Chief Technology Officer
CLASSIFICATION: Full-time; Exempt; Year Round

SUMMARY: Responsible for managing the development and maintenance of the School's information systems infrastructure and day-to-day operation.

RESPONSIBILITIES:

- Monitor, schedule and process all IT help desk system tickets providing prompt resolution
- Analyze and ensure acceptable levels of performance in networked systems resolving any issues promptly
- Develop and implement cost effective network, application and telecommunication plans for campus systems
- Analyze and ensure availability of end user technical resources to provide best in class technology solutions
- Work with vendors to maintain current equipment/services and assist CTO with purchase agreements/contracts for new equipment/services.
- Analyze help desk and system resolution data to determine customer satisfaction and areas for improvement. Develop and implement changes as needed.
- Organize and provide ongoing training for staff and faculty on all applications
- Provide back up to Chief Security Officer
- Other duties as assigned by supervisor

QUALIFICATIONS:

- Must have a high school diploma or GED. Associates or Bachelor's degree in related field preferred.
- Minimum three (3) years of experience with Windows Operating Systems 7+, Active Directory and other server administration tools.
- Minimum three (3) years of end user or help desk experience in a production level technical environment.
- Knowledge of anti-virus software and small business firewall preferred
- Must have a valid driver license, proof of insurance and acceptable driving record
- Must be an active member of a Christian church; Church of Christ preferred

SPECIAL KNOWLEDGE / SKILLS:

- Ability to make decisions quickly, often with limited information
- Strong customer service and interpersonal skills
- Ability to communicate effectively in writing and verbally
- Strong problem solving and time management skills
- Exceptional attention to detail

PHYSICAL REQUIREMENTS:

- Must be able to lift up to 25 pounds and lift/reach overhead
- Must be able to regularly bend, stoop, kneel, crouch and climb