



## Wesley International Academy is a special place to work!

Wesley is a unique and wonderful school community with dynamic families and innovative teachers. We are excited to hire excellent faculty and staff to join our work. We value collective effort, growth orientation, innovation, collegiality, and professionalism as hallmarks of our team. We believe being a member of the Wesley staff is a sacred trust - one that manifests by being focused on our mission, remaining motivated by the challenges and successes of our work, and assuming a posture of lifelong learner.

We seek individuals who are excited by our school and look forward to being a part of a challenging and rewarding professional environment. If this sounds like you, we invite you to browse our current employment opportunity for **IT Manager**:

### Job Description - Experienced IT Manager:

Wesley International Academy is looking for a well-rounded *working* IT Manager with extensive Tier I, Tier II and Tier III experience with a strong focus on Network and System administration. If you've been looking for a role where your input matters and your decisions have a major impact, this is the opportunity for you. As a member of our management team you will guide the school's IT Strategy by developing a 5 year Technology Plan for presentation and Leadership approval. Additionally, your day-to-day duties will include the design, implementation, installation, configuration, support and trouble-shooting of Wesley's Network Infrastructure, Computer Operating Systems and Peripherals. **THIS IS A WORKING MANAGER'S POSITION.** While managing a 3<sup>rd</sup> party MSP (Tier II & III support: data back-up, disaster recovery, AD, server/workstation, firewall routers and switches, video and telephony) you will need to balance management duties, day-to-day IT tasks and special projects to achieve success within a defined annual budget.

### Year 1 - Special Projects:

1. Develop Wesley's 5 year Strategic Technology Plan
2. Update/create all network and operating system documentation
3. Update hardware inventory (desktops, laptops, printers, servers, switches, etc)
4. Implement an in-house help desk ticketing system

### Primary Responsibilities:

- Resolve help desk tech tickets for computers and peripherals (including remote access and warranty follow-up)
- Resolves help desk tech tickets for all high volume Sharp copiers
- Escalates more involved tickets to MSP and manages their process for expedient resolution.
- Supports school leadership with the preparation for monthly and annual web-based student assessments
- Primary point of contact for all Atlanta Public Schools technology shared services partnerships
- Provide enterprise level support in both server and workstation operating systems: to include but not limited to VMware 6.X, Windows Server 2012 and Windows Server 2008, Windows 7 and Windows 10
- Performs basic networking maintenance functions such as user creation and assignment of rights and permissions
- Manages network design and implementation for wired and wireless networks
- Provide for creation, testing and distribution of images used for imaging computers
- Tests, installs and deploys Wesley approved curriculum and business software applications on workstations and servers
- Maintains software licenses

- Maintains real-time IT hardware inventory (WASP inventory platform)
- Develops documentation as required for installation instructions, configurations and impact analysis
- Manages consistent data back-up and recovery processes
- Manages 3<sup>rd</sup> party MSP
- Manages annual IT budget

**Additional Responsibilities:**

- Investigates alternatives and researches development of strategic implementations of network components, as well as, computer hardware and software components
- Supports development and implementation of new computer projects and new hardware installations
- Consults with staff to evaluate and recommend technical needs
- Participates in on-call 24/7 infrastructure support for emergency situations and after-hours maintenance
- Performs other duties as assigned by the appropriate administrator

**Minimum Education Qualifications:**

Bachelor's Degree in the area of Computer Technology, Telecommunications, Computer Science or related field preferred, and at least 4 years of related technology experience working in small to medium organizations.

**Certification/Licensure:**

Preferred but not required

**Experience:**

Minimum of 4 years related technology support experience including at least 2 years of experience with Windows Operating Systems, LAN hardware implementation required; Experience supporting current versions of Microsoft Windows, Microsoft Office, and latest technologies required; Experience in an educational organization preferred

**Knowledge/Skills/Abilities:**

- Should be familiar with DHCP, DNS, IP, network switching and routing, WAN, LAN and internet connectivity
- Expert level knowledge in all areas of ownership and confidence to support other areas
- Proficient in Microsoft Office applications
- Familiar with Google Classroom and Go Guardian chrome book management platform
- Database knowledge and basic SQL comprehension preferred
- Highly motivated and able to work with minimal supervision
- Manage and prioritize tasks, problems, change, and projects
- Solid analytical and problem resolution skills with a wide variety of computer hardware and software issues
- A good understanding and broad knowledge of computer technology and networking architectures
- Ability to respond promptly to assigned tasks, support requests, phone calls, and emails
- Provide on-site, phone, and remote support and be creative and think outside the box to deliver services
- Excellent communication, interpersonal, organizational, and presentation skills
- Able to work independently and in team environments to meet goals and deadlines
- Self-motivated, detail-oriented, organized, innovative, efficient, multi-tasking, and vigilant Customer focused

**Working Conditions:**

- School environment with offsite office and storage

**Physical Demands:**

- Physical activities associated with normal office environment
- Occasional lifting of office equipment (i.e. workstation, monitor, printer, desktop, or laptop)

**Reports To:** Chief Financial Officer and Principals

**FLSA Status:** Full Time Exempt

**Work Schedule:** Year Round

**Salary:** Tier I and Tier II: \$40,000 - \$55,000  
Tier I, Tier II and Tier II: \$55,000 - \$80,000

**If you are a potential candidate interested in joining the Wesley Team, please send a letter of interest and your resume to [ITManager@wesleyacademy.org](mailto:ITManager@wesleyacademy.org).**