



JOB DESCRIPTION

June 2022

JOB TITLE:	IT Department Lead
DEPARTMENT:	Information Technology
REPORTS TO:	Director of Finance & HR; Head of School/ CEO
CLASSIFICATION:	Full Time Full Year

JOB SUMMARY: The IT Department Lead will provide team leadership, direction and overall management to the IT Department to ensure the stable operation of Linden Christian School's technology systems including Network Administration and Systems Administration as well as oversight of IT projects. Recognizing the ever-changing technological environment, the IT Department Lead will integrate ongoing and new technologies from a strategic planning perspective, throughout the school.

Key requirements:

- An IT professional who can provide leadership, direction and overall management to support the school's technology systems
- Capable as a technical manager and as a strategic thinker
- A go-to person, known for keeping all the details straight; someone who loves serving others and being a part of a vibrant school community
- An experienced IT professional with experience in Network and Systems Administration, Google Education, Help Desk, Audio Visual support, and Project Management
- Well-organized and equipped to handle complex data
- A planner and forward thinker
- A gifted problem-solver who works well with others
- A communicator and a solutions-oriented thinker
- Committed to ongoing learning and growth

Key responsibilities:

- Oversee the Information Technology Department, including a staff of three
- Participate in departmental meetings and projects
- Take on continuous learning and development to improve knowledge and to recommend improvements to systems and efficiencies
- Develop professional relationships with related organizations, with a goal to enhance and grow best practices

Key Responsibilities (continued):

- Communication
 - Ensure effective communication with system users and senior management
 - Provide regular communication regarding IT information through All Staff Meetings, All Staff emails, and direct communication
 - Act as the primary IT liaison with Grant Memorial Church IT and AV staff, developing cooperative relationships and standardized procedures
 - Represent the IT department throughout the organization

- Team Management
 - Provide leadership and direction to the IT Department
 - Ensure each Team member has a current job description
 - Oversee cross-training of Team members
 - Meet regularly with Team members on an individual basis; conduct regular performance reviews
 - Coordinate team meetings on a regular basis; track discussions and follow-up on action items
 - Work collaboratively with IT Education Coordinator

- Help Desk Management
 - Ensure the team is equipped and trained to respond appropriately to user requests and to assist in troubleshooting and solutions
 - Oversee the HelpDesk ticketing system; assist with HelpDesk as needed
 - Ensure the user experience is positive
 - Provide statistical reporting of Help Desk functions to senior management
 - Communicate team status and needs with supervisors

- Process Development
 - Ensure there is a clear process for the provision of IT support
 - Oversee communication regarding internal use of technology
 - Responsible for Inventory and Infrastructure tracking
 - Ensure that there is a security focus during process development
 - Develop, or oversee the development of, process documentation for key aspects of the IT department

- Budget Management
 - Develop IT Operating budget in collaboration with supervisor
 - Participate in the regular review and management of actual expenses to budget; provide explanations for budget variances and plans to meet budget throughout the year
 - Ensure budget is in line with overall Strategic Plan of school
 - Assist with multi-year Capital IT Planning Budget

- Vendor Relationship Management
 - Manage relationships with IT vendors including purchasing, procurement, pricing and supply
 - Act as liaison with external IT support contractors
 - Manage LCS phone systems as related to service and performance of the system

- **Audiovisual Management and Security Systems**
 - Oversee AV staffing and support to LCS educational needs, including classroom, remote learning, concerts, events, meetings, etc.
 - Manage AV equipment, including inventory tracking, maintenance, replacements, etc.
 - Oversee management of LCS security camera system and video display units

- **Security Management**
 - Ensure confidentiality, integrity and availability of the data residing on or transmitted to/from/through LCS workstations, servers and other systems and in databases
 - Ensure compliance with LCS security procedures: policies, audits, investigations, and security awareness
 - Oversee cyber security protocols, procedures, and respond to potential issues

- **Strategic Planning**
 - Develop, monitor and implement architectural design of IT components in accordance with LCS Strategic Plan
 - Understand the evolving nature of technology and incorporate strategic planning into future systems and procedures

- **Network Administration**
 - Firewall Management
 - Wireless Network Management
 - Telecommunications - VOIP Management
 - Content Filtering Management
 - Camera System Management

- **Systems Administration**
 - Print Management
 - Active Directory Management
 - DHCP
 - Backups
 - RMM Management

- **IT Projects**
 - As determined under the direction of Supervisors
 - Oversee and manage IT inventory, tracking, updating, assessing future needs, disposing of inventory, etc.
 - Manage summer planning projects, including ensuring all preparations for return to school
 - Participate and contribute to school teams regarding remote learning, offsite work capabilities, future education delivery planning

EDUCATION AND QUALIFICATIONS:

- Completion of Grade 12;

- Post-secondary education in IT or a minimum of 5 years of related work experience;
- Evidence of ongoing professional development in areas related to the responsibilities listed in this Job Description.

OTHER REQUIREMENTS:

- A sincere love for Jesus Christ evidenced by lifestyle, including regular attendance at weekly church services;
- Willingness to sign and adhere to the LCS Statement of Faith and Lifestyle Commitment;
- Provision of a Criminal Record Check and Vulnerable Sector Check or an acceptable alternative;
- Enthusiastic support of the Mission, Vision and Core Values of Linden Christian School;
- Participation in corporate and individual prayer, school chapels and worship services, along with a deep understanding of the commitment to serve in a Christian environment;
- Ability to work effectively as a team leader/manager and work collaboratively as part of a team;
- Ability to work independently and highly self initiating;
- Ability to interact effectively and positively with administration, staff, students and the public and outside agencies;
- High degree of initiative, organizational, prioritizing and time management skills;
- Ability to meet multiple demands and deadlines with many interruptions;
- Strong analytical abilities;
- Excellent attention to detail, accuracy and follow up.
- Effective interpersonal and communication (verbal and written) skills;
- Good understanding of the role of and maintaining confidentiality and privacy issues;
- Ability to deal with difficult and sensitive situations with tact and diplomacy;
- Ability to effectively adapt to changing situations or increased responsibilities within the workplace;
- The desire and ability to engage in continuing education and professional development.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by personnel assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.