

## ARCHDIOCESE OF INDIANAPOLIS

### JOB DESCRIPTION

#### Director of Technology

#### I. IDENTIFYING INFORMATION

|                 |                            |
|-----------------|----------------------------|
| Position Title: | Director of Technology     |
| Location:       | Bishop Chatard High School |
| Status:         | Full Time                  |
| FLSA:           | Non-Exempt                 |
| Reports to:     | Principal                  |
| Supervises:     | n/a                        |

#### II. PRIMARY FUNCTIONS

This role is responsible for supporting the technology needs of Bishop Chatard High School. Work is focused on supporting the students and managing the client device inventory at the school. The role also maintains audiovisual equipment (projectors, Apple TV) and printers. Bishop Chatard has a well established 1:1 student device program based on Apple iPads, as well as an inventory of Apple and Windows client computers used by the faculty and staff. This role provides level-one support to students and staff, and requires experience in maintaining and troubleshooting consumer devices.

#### III. POSITION CONTENT

##### A. ESSENTIAL FUNCTIONS

1. Manage student devices, including troubleshooting, basic repair, setup and disposal of Apple iPads and other devices
2. Support audio/visual systems, including Smart boards, projectors, TV's,, cameras, and other equipment
3. Staff Tech Counter during specific hours, engaging students and staff to resolve issues
  - a. Troubleshooting staff and teacher computing issues
4. Execute basic security administration procedures (password resets, user training, basic troubleshooting)
5. Manage device inventory with mobile device management software (currently Jamf School)
6. Troubleshoot printing and copying systems on campus
7. Create documentation for end-user training
8. Other duties as necessary to ensure efficient functioning of the School/ Parish/ Agency

#### IV. POSITION SPECIFICATIONS/REQUIREMENTS

##### A. SKILLS, KNOWLEDGE, AND/OR ABILITIES

1. Good organization and planning skills
2. Ability to organize and manage workload to meet deadlines
3. Both hardware and software skills are required
4. Strong verbal communication skills -- to work with students and staff, understand needs, and provide training
5. Self-motivated. Ability to work with minimal supervision
6. Collaborative – able to be a key member of a technology team
7. High attention to detail and ability to follow procedures

8. Strong customer service focus – able to serve the needs of students and staff in a patient, friendly, and efficient manner
  9. Ability to organize and manage workload to meet deadlines
  10. Ability to handle multiple projects and priorities simultaneously
  11. Ability to reach, bend, stoop, and stand for extended periods
  12. Ability to lift up to 40 pounds
  13. Willingness to foster the Church’s mission
- B. EDUCATION, TRAINING, AND/OR EXPERIENCE
1. Must be able to understand and to comply with the Archdiocese of Indianapolis Code of Conduct
  2. Must be able to successfully complete the Archdiocese of Indianapolis Child Safety Training
  3. Troubleshooting hardware and software issues with end users, primarily Apple iPad and MacBook, Windows laptop and desktop computers
  4. OSX and Windows operating system installation and configuration
  5. MobiDevice imaging and setup using Ghost and similar utilities
  6. Mobile device management software, such as MobileIron, FileWave
  7. Administering and troubleshooting audiovisual equipment and printers
  8. Basic IT security administration
  9. Background screening required
  10. Valid driver’s license required

V. WORKING ENVIRONMENT

- A. Indoors
- B. Exposures-loud noise, potential exposure to extreme heat/cold
- C. Physical demands, as applies: Bending/ stooping/ stretching/ climbing/ walking/ standing/ sitting/ lifting 40 lbs. regularly throughout the work day
- D. Monday through Friday, potential for on-call/weekend availability
- E. Must be able to communicate extensively and effectively with staff and vendors via telephone/TDD, one-on-one conversations, face-to-face, public presentations, and written correspondence
- F. Must be able to sit or stand for extensive periods of time and navigate through the school building
- G. Requires extensive use of keyboards and other equipment
- H. Must be able to function within a moderate to loud noise level environment
- I. Ability to travel to and work regularly in the school building located in Indianapolis, Indiana is required

Date of job description: May 2022

Employee signature below indicates the employee has received a copy of this description and indicates the employee's understanding of the requirements, essential functions and duties of the position.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_