



POSITION DESCRIPTION

Title: IT Network & Infrastructure Manager

Reports to: Executive Director of Academics

Hours/Position: Full-Time, Exempt

Direct Reports: Systems Network Administrator, Academic & Technology Support Specialist, and External IT Contractors

Position Summary:

The IT Network & Infrastructure Manager keeps the SMCS digital ecosystem running smoothly, securely, and at peak performance across all our school campuses and parish sites. We're looking for a proactive tech leader who brings a deep understanding of educational environments—someone who knows that reliable tech directly impacts our classrooms, teachers, and students. You'll have the autonomy to own the network and take charge of daily operations and also have a supportive team and leadership group backing you up. From day one, you'll help ensure our network, servers, and multi-platform devices are fully optimized so our community can focus on teaching and learning.

Responsibilities:

1. Network Performance, Systems Administration & Infrastructure Ownership

- Proactive Network Architecture: Maintain, optimize, and secure all Local Area Networks (LAN), Wide Area Networks (WAN), wireless access points, firewalls, content filtering, and core networking infrastructure across all campus and parish sites to ensure consistent, peak performance.
- Business Continuity & Security: Implement and maintain robust disaster recovery plans, automated backups, endpoint protection/antivirus, and modern cybersecurity practices. Proactively mitigate risks before they disrupt classroom instruction or business operations.
- Infrastructure Management: Lead system/application upgrades, server environments, and routine maintenance outside of core academic hours.
- Auxiliary Systems Support: Oversee and coordinate maintenance for campus landline/cellular systems, PA/Bell/fire alarm integrations, and physical security camera networks in collaboration with appropriate vendors.

2. Hands-On Support & Incident Resolution

- Advanced Tier 2/3 Escalation: Act as a primary technical escalation point to investigate, troubleshoot, and resolve complex issues surrounding workstations, operating systems (Windows/macOS/ChromeOS), printing, access control, and internet connectivity.
- End-to-End Issue Ownership: Ensure swift, long-term root-cause resolution for recurring technical issues rather than applying temporary fixes.
- Vendor & Contractor Management: Direct, monitor, and hold accountable external IT vendors and contractors to ensure projects are delivered on time, within budget, and to institutional standards.

3. Educational Tech Strategy & Lifecycle Management

- Educational Lens & Alignment: Evaluate, recommend, and implement educational technology tools that align directly with modern pedagogical goals, ensuring hardware and software choices seamlessly serve classroom learning.
- Asset Lifecycle & Budget Planning: Oversee asset management tracking, hardware/software replacement schedules, ERATE funding, and long-term tech planning. Assist leadership in identifying future technological needs and associated costs.
- Policy & Compliance: Establish, enforce, and educate end-users on acceptable use policies, safe computing, data privacy regulations, and Diocesan security requirements.

4. Team Leadership & Stakeholder Communication

- Departmental Oversight: Lead, mentor, and direct the day-to-day workflow of the technology support team, fostering a culture of high service standards, clarity, and accountability.
- Clear Stakeholder Communication: Serve as the primary, transparent liaison between the IT department, school principals, parish leadership, and end-users—translating complex technical concepts into clear, accessible language.
- Perform other duties as assigned.

Qualifications:

- Bachelor's degree in IT, Computer Science, or a related field preferred (Associate degree required), with 5+ years of hands-on experience in network administration and technical support. Experience in a K-12 or educational environment is preferred.
- Solid working knowledge of core networking (TCP/IP, VLANs, DNS, DHCP, firewalls, Wi-Fi controllers).
- Certifications: Jamf Certified Tech/Admin, CompTIA Network+, Security+, CCNA, or similar certifications are appreciated but not required.
- Must complete Diocesan Safe Environment (*Virtus*) training upon hire.

Skills & Mindset

- Self-Directed with Great Support: You can jump in on Day 1, figure out what needs attention, and execute confidently—knowing leadership is always here to support and resource you.
- Calm & Solution-Oriented: You stay calm, organized, and helpful when unexpected tech hiccups happen.
- Service-Minded: You genuinely care about helping non-technical end-users feel comfortable and excited about using technology.
- Mission Supportive: You respect and support the values, positive spirit, and educational goals of our Catholic school environment.

Work Environment & Physical Requirements

- Physical Demands: Able to lift and carry up to 45 lbs of hardware and equipment, with the mobility to bend, stretch, and climb ladders when working in server closets or checking cabling.
- Travel & Hours: Reliable local travel between our SMCS campuses and parish sites. Occasional after-hours or weekend availability for scheduled maintenance or emergency outage responses.

I accept the above responsibilities and by signature indicate my willingness to enthusiastically participate in the implementation of the faith community.

I can perform the above duties with or without reasonable accommodations.

Signature: _____