



**Longleaf School of the Arts
IT and Instructional Technology
Responsibilities and Qualifications
Full-Time**

QUALIFICATIONS:

1. Associates degree in information technology (or a related field) or equivalent experience. Bachelor's degree preferred.

2. A minimum of one (1) years of IT support and operations including but not limited to: wired and wireless networking including basic network architecture and management, device support and management (Windows, OSX, iOS, Android, ChromeOS) and Voice over IP (VoIP) / PBX experience. Awareness or technology grant development and administration is desirable. Educational institutional experience preferred. A desire and willingness to learn is required..

3. Must be able to:
 - work independently in a highly diverse environment while understanding and supporting the larger organizational structure, priorities and objectives.
 - team and network well both within and outside of the organization.
 - work well and handle time sensitive technological situations in a positive and professional manner.
 - demonstrate a sound understanding and implementation of office procedures and protocol.

4. Must have above average communication skills and the ability to work well with and lead others, as needed.

5. Must be self-motivated, able to work efficiently and effectively with minimal supervision and willing/able to develop new skills as the need arises. Is proactive in managing in-house technologies and providing guidance and recommendations to staff.

6. Must be willing and able to perform essential responsibilities as outlined below. Must possess or be willing to develop the skills and knowledge needed as outlined below.

POSITION OVERVIEW:

Under the direction of the Head of School and/or Director of Operations, the Information Technology Coordinator is responsible for the planning, development, implementation, monitoring and maintenance of all technology in support of the school working with students, families, staff and outside organizations as needed.

The Tech Coordinator personally manages the following technologies vital to the school's mission including:

- Network (wired and wireless) architecture and coordination with third-party providers
- Staff & Student devices (Windows, MacOS, iOS, ChromeOS, BYOD devices)

- Virtual safety and security
- Google Apps for Education (G Workspace for Education)
- Infrastructure systems/devices (Projectors, Phones/PBX, Flat-panel displays, Printers and more)

The Tech Coordinator will oversee the management and delivery of services by third-parties in the following areas:

- Internet (Provider = MCNC)
- Firewall (Provider = MCNC / NC Dept of IT, DIT)
- Internal Wired and Wireless network (Provider = **RM**source)
- Facilities systems
 - Security, Access Control, Security Cameras (Provider = Sonitrol)
 - PA system (Valcom brand, Valcom Support if needed)

The Tech Coordinator leads the development of technology related grant applications and all Federal E-Rate funding requests. Additionally, assists with the submission of state and federal reports and provides information for the preparation and monitoring of the technology budget.

ESSENTIAL RESPONSIBILITIES:

1. Be helpful and supportive of faculty, staff and students with regard to technology and its use in support of the school's mission, goals and objectives.
2. Develop and implement needs assessments, evaluations, and long-term plans related to technology initiatives, equipment and software consistent with school and state guidelines and strategies.
3. In conjunction with the Head of School and Director of Operations, collaborate on the development, revision, and adoption of technology infused curriculum, ensuring programs meet local, state, and national academic and industry standards.
4. Proactively monitor and maintain all systems in good working order and maintain software currency as appropriate.
5. Coordinate technology support for state and school level testing requirements in support of counselors, faculty and other staff.
6. Collaborate with the Head of School and Director of Operations to promote, develop, implement and maintain hardware and software standards, refresh and currency plans.
7. Establish and maintain strong and effective working relationships with Instructional Leaders, vendors, service providers and peers across the state to increase efficiency and the overall effectiveness of LSA systems in support of the school's instructional objectives.

8. Maintain knowledge and understanding of current laws and regulations pertaining to the educational environment including but not limited to:

- Children Internet Protection Act (CIPA),
- Neighborhood Children's Internet Protection Act (NCIPA),
- Family Educational Rights and Privacy Act (FERPA),
- Child Online Protection Act (COPA),
- Others as may be necessary.

9. Lead the development of E-Rate applications including follow-through with related technology purchases and implementation.

10. Facilitate and monitor a comprehensive, school-wide Technology Plan.

11. Perform other related duties as requested by the Head of School or Director of Operations.

KEY SKILLS AND KNOWLEDGE:

- TCP/IP, WAN, LAN and WiFi network architectures and management.
- Network security, anti-virus, anti-spam, anti-malware and other security techniques and tools.
- Google Workspace for Education tools and administration.
- Internet Domain management and tools.
- Device support and management including but not limited to: Apple iOS (iPad), Apple OSX (MAC), MS Windows, ChromeOS/Chromebooks, Android and other iOS mobile devices. Coordination and implementation of computer and peripheral systems, to include planning, specifications development, purchasing, vendor management, installation, training, troubleshooting and repair.
- Voice over IP (VoIP) technologies and tools. Linux based PBX and SIP devices.
- Digital streaming technologies and tools.
- Systems integration with building management systems including but not limited to HVAC, Fire and Intrusion Alarm, Access Control and Security Cameras.
- Knowledge of NC Department of Public Instruction - Peer Networking
- Others as a need arises

Technical Scope of Responsibilities

- Interface with Network providers:
 - MCNC for ISP services including:
 - Public IP Address space
 - DIT Firewall and any necessary additions/changes to Firewall policies
 - This includes VPN Connectivity through the Firewall for select users
 - DNS Services (MCNC offers 3 different DNS structures depending on the extent of filtering that's desired)
 - McKenna Security service
 - ZScaler Cloud-based Content Filtering service
 - LAN/Wireless Managed Network Services provider for:
 - Define, maintain and manage the LSA internal LAN architecture including:
 - IP Addressing
 - DHCP Scope definitions
 - VLAN Structure
 - WiFi SSID/User/Group/Preshare Key structure
- WIX for Internet Services:
 - Domain Registration
 - Domain DNS records including
 - DKIM, SPF and DMARC records
 - TXT records needed to support BrightArrow services
 - TXT records needed to support KnowBe4 Security initiative
- Security Functions:
 - McKenna (under MCNC)
 - ZScaler (under MCNC)
 - KnowBe4 (DPI Initiative around Security awareness, training and testing)
- Facilities related Systems:
 - Interface with Fire detection, suppression, alarm supplier as needed
 - Interface with Access Control and Security Alarm supplier as needed
 - Ensure that NVRs are accessible internally and externally for select staff
 - Manage flat panel display for security cameras in front office
 - Interface with HVAC supplier as needed
- Phone System support: (All support and mgmt for these items)
 - Internally owned and managed PBX (Xorcom)
 - Grandstream phones in Offices and Front Desk
 - Polycom phones in classrooms
 - SIP Interface to PA system (Algo interface)
 - SIP Trunks (BroadVoice)
 - FAX Interface
- PA System:
 - Interface with supplier as needed
 - Manage Algo SIP Interface to the phone system, including Bell Scheduler

- End User and End user Device support:
 - How-to, resolve issues, etc - as needed
 - School owned Chromebooks (Google Console for Chrome Devices)
 - School owned iPads (Apple School Manager & Mosyle)
 - Art Lab Macs
 - Staff PCs (BYOD and school owned)
 - BYOD Devices
 - Endpoint protection
 - Anti-Virus/Anti-Malware
 - VLAN Filters/ACLs
 - Remote Content filtering (CIPA Compliance) for school issued student devices
 - ZScaler PAC Files
 - ZScaler SSL Certificate
- Ident-a-Kid Workstation:
 - Manage Visitors
 - Track Tardies
 - Track Off-campus Lunch
- Miscellaneous:
 - Google Workspace Admin
 - Annual new student account creation, day-to-day mgmt as needed
 - Key Domain settings like:
 - Whitelisted servers (KnowBe4, BrightArrow)
 - Misc user/device restrictions/controls as requested
 - Chrome device admin
 - Assist with PowerSchool data as available and requested
 - Any other areas as requested by Staff, the Head Of School or the Director of Operations