

Pacific Ridge School is an independent, college-preparatory, non-profit school for students in grades 6–12 (about 700 students) and located in Carlsbad, CA. At Pacific Ridge School, our mission statement drives our work: In a community that fosters academic excellence, ethical responsibility and global engagement, Pacific Ridge School prepares students for college and a purposeful life.

Position Summary

In support of the school's mission under the direction of the Director of IT, the IT Systems Manager is an integral part of our on-site leadership team responsible for setting and overseeing the current and future information technology initiatives for classrooms and campus. The IT Systems Manager is expected to be fully engaged with our community as well as the technologies utilized. The nature of our work is ever-changing so a thirst for knowledge and varied work is a must. Additionally, the ideal candidate will take the opportunity to master this role and then develop into a more senior role in the next few years.

Essential Duties and Responsibilities (include, but are not limited to, the following)

- Provide technical leadership and management on IT projects
- Provide information technology strategies for IT functions
- Maintain and support the organizations IT infrastructure to ensure it meets the needs of the school
- Provide users with support for Security related systems as required
- Monitor and manage IT support ticket prioritization and resolution.
- Monitor and manage IT staff and related contractors
- Monitor (system alerts) and determine needed actions - outside normal business hours.
- Troubleshoot and coordinate resolution for server/storage hardware issues
- Troubleshoot and coordinate resolution for network connectivity and wireless issues
- Availability to occasionally work after hours or on weekends in support of School or IT projects
- Assisting internal customers with issues using supported software and computing platforms to the best of his/her ability, in a professional and courteous manner
- Provide users with support Audio Visual troubleshooting as required
- Perform other duties as required

Qualifications

- Bachelor's degree in a related field (e.g., Computer Science or Information Technology), or an equivalent combination of recognized, current IT certifications
- Knowledge or experience of working in a school setting is highly desirable
- Desire to learn new technology on a continuing basis
- Good communication skills, both written and verbal
- Demonstrated ability to solve analytical, strategic, and practical problems with a keen attention to detail • Ability to maintain confidentiality of sensitive data
- Strong organizational skills and ability to self-direct, prioritize, and multi-task among competing goals
- Demonstrated ability to work independently and as part of a team.
- Knowledge or experience working with the following application a plus: Veracross, Magnus Health, School Admin, Schoology a plus
- Experience with and troubleshooting Microsoft and Apple XOS operating systems
- Experience with troubleshooting Microsoft server and Hyper-V Clusters
- Experience troubleshooting Outlook and O365 email issues
- Experience with Fortigate Firewalls
- Experience with Extreme Networks network switching and ExtremeIQ

Physical Demands

The employee must occasionally lift and/or move up to 30 pounds. While performing the duties of this position, the employee is regularly required to sit. The employee is frequently required to talk or hear, stand, walk and reach with hands and arms. The employee is occasionally required to work on a ladder. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this

position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this position, the employee is occasionally exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

Our Perks:

- **Work week:** Monday – Friday (very limited after-hours and/or weekends)
- **Hours:** 7:30 am – 4:00 pm
- **Paid Holidays:** 24 days per year
- **Vacation:** 6.15 hours earned per pay period; up to 4 weeks (20 days) per year
- **Sick Time:** 40 hours
- **403(b) Retirement:** The School will contribute 5.5% of your salary into the plan, whether you choose to contribute or not (not required to receive School contribution)
- **Benefits:** Competitive Medical, Dental & Vision provided by Anthem
FSA Medical and FSA Dependent Care
- **Lunches:** Daily, free lunch provided
- **Salary:** \$90,000