

## Director of Technology

### About KIPP Bay Area Schools

KIPP Bay Area Schools is a nonprofit network of seven public charter schools with a total of 180 employees and annual revenue of \$20M. In the San Francisco Bay Area, these five KIPP middle schools and two KIPP high schools are closing the achievement gap between low-income students and their more advantaged peers. These tuition-free, college-preparatory schools are located in the under-served neighborhoods of Bayview Hunters Point and the Western Addition in San Francisco, East San Jose, San Lorenzo, and West Oakland. KIPP Bay Area Schools serves more than 1,800 students.

The Knowledge is Power Program (KIPP) began in 1994 in Houston, Texas. Today, there are 66 KIPP schools in 19 states and Washington, D.C. serving more than 16,000 students. These college-preparatory public schools in under-resourced communities help students develop the knowledge, skills, and character needed to succeed in college and the competitive world beyond.

### Position Overview

The Director of Technology is responsible for the technology needs of KIPP Bay Area Schools, which currently includes seven schools, a regional support office, and a total of 180 employees and 1,800 students. The Director manages the implementation and maintenance of all technology infrastructure including network/server/workstation proactive maintenance and troubleshooting, information systems planning, problem resolution, new business applications/implementations, connectivity, backup, and information security. In addition, this role manages all relationships with third-party technology vendors, including negotiating, contracting, and supervising all consultants and suppliers. The ideal candidate for this position is someone with an aptitude and willingness to both 1) Strategically plan the KIPP Bay Area Schools' IT design, technology infrastructure, and processes and 2) tactically execute day-to-day and project based implementation, maintenance and troubleshooting.

This position will be a critical part of the shared services team for KIPP Bay Area (comprising development, operations, marketing, finance, and technology) and will work closely with our school leaders and the entire shared services team. This position will report to the Chief Operating Officer.

### Key Technologies to Support:

- Cisco and other standard networking equipment, including Cisco Catalyst Switches, Routers, Access Points, Wireless Controllers, and Adaptive Security Appliances
- Working knowledge of TCP/IP networking and the OSI model
- SonicWall Firewalls and/or other Content Filtering Services
- Microsoft Active Directory and MS Exchange 2003 or later
- Windows 2003 and 2008 Server
- Windows 2000, XP, and Vista
- Backup Exec 10 – 12.5
- Proficiency and regular use of MS Visio and Project to facilitate communication and project management
- Knowledge of and ability to manage structured voice and data cabling and contractors
- Microsoft SharePoint Server 2007 a strong plus

**Responsibilities Include:**

Information Technology Strategy and Planning

- Work with KIPP Bay Area leaders to develop, implement, and manage annual and long-term IT plans.
- Establish, plan and administer the overall policies and goals for Information Technology, including long-term and day-to-day activities (staff/student how-to's, security, acceptable use agreements, disaster recovery, backup, etc.).
- Routinely analyze the needs of schools/teams and establish priorities for feasibility studies, systems design, and implementation of new and/or modification of the organization's information processing systems.
- Determine the best method for providing network and desktop maintenance and support (be that in-house or outsourced) and supervise the day-to-day operations of approved method.
- Oversee all technology procurement to ensure best pricing and service.
- Develop system to maintain, track, and secure all technology hardware and software.
- Develop and manage to annual budgets to perform the work in the annual plans.
- Lead Federal E-Rate application and implementation process, including integration of operational, instructional, and technical inputs, and preparation of RPF documents.
- Create and monitor technology dashboard of metrics on network health, and quality and timeliness of tech support services.
- Collaborate with other departments, such as Development, Finance, and Operations, to ensure technology supports organizational needs for information sharing and knowledge management – both within the Regional Support Office and throughout the KIPP Bay Area Schools 7-school network.

Project Management

- Develop schedules and milestones to track the progress of information technology projects identified in the annual and long-term technology plans.
- Supervise teams, either internal or outsourced, to ensure the timely completion of day-to-day support activities, as well as the completion of information technology projects and long-term goals.
- Provide reports and documentation as needed on information technology projects.
- Assess and recommend technology and consultant solutions.
- Ensure smooth integration of new technologies into KIPP Bay Area Schools' IT environment.
- Manage all 3<sup>rd</sup> party consultant services and vendor relationships.

Technical Support

- Lead team that provides technical support to all KIPP Bay Area staff. Technical support includes troubleshooting computer software and hardware, replacement/upgrades, and documentation of policies and procedures for the correct use of computer software and hardware.
- Create and provide technology orientation and training to KIPP Bay Area staff.
- Oversee server administration and network troubleshooting, including:
  - Review server logs and follow-up any critical items
  - Administer domain user accounts
  - Configure file and folder permissions as needed
  - Administer DHCP, DNS, RRAS, or any other network service as needed

### **Skills and Qualifications**

- Minimum 7-10 years in the IT industry – preferably with experience in an educational institution.
- A+ certification
- MCSE or MCITP certification in Active Directory and/or Exchange services
- MCDBA certification and/or equivalent competence in SQL Server 2000 or later RDBMS technologies a strong plus
- Previous experience managing data networks, voice (VoIP) networks and multiple sites.
- Previous experience managing Windows 2003 servers and databases with Windows clients.
- Ability to present problems and solutions to team in non-technical jargon.
- Outstanding organizational skills and high attention to detail; outstanding written and oral communication skills.
- Extreme flexibility, with a strong work ethic and an entrepreneurial spirit to accommodate a high level of responsibility and multiple priorities.
- Articulate, professional demeanor with strong self-confidence and initiative.
- Willingness to travel between sites in the Bay Area as required (current regional footprint: San Francisco, Oakland, San Lorenzo, San Jose).
- Unquestioned integrity and commitment to KIPP Bay Area Schools’ mission.

### **Salary & Benefits**

We offer a competitive salary and benefits package including professional development, depending on experience and qualifications.

### **To Apply**

Please send your resume and a detailed cover letter demonstrating your interest in working for KIPP Bay Area Schools and your unique qualifications for the position, to [hr@kippbayarea.org](mailto:hr@kippbayarea.org) with “Director of Technology” in the subject line. Resumes submitted without a cover letter will not be considered.

We are strongly committed to hiring a diverse and multicultural staff and encourage applications from traditionally under-represented backgrounds.