



Information Systems and Support Specialist

Full-Time (12 Month)

Reports to: Director of Information Technology

Start Date: Immediate

Job Description

The Information Systems and Support Specialist is responsible for the administration of information systems databases, the 1:1 iPad program, and for providing technical support and training to our community members.

Catherine Cook School is a High-Tech institution that leverages a wide array of technologies and systems. The Information Technology department is responsible for supporting the technologies deployed at Catherine Cook. Staff members enjoy the opportunity to work in a friendly environment that provides the opportunity to learn and to grow both personally and professionally. Catherine Cook also offers full benefits and a generous retirement package.

Job Responsibilities

- Administer and support the SIS and associated apps (Senior Systems/MyBackpack)
- Maintain and support LMS/CMS and synchronized systems (FinalSite/Teacher Pages)
- Support and manage Classroom Management database and application
- Manage Parent-Teacher conference scheduler database and schedule conferences
- Help support the student health records database (Magnus)
- Update Emergency Broadcast System
- Author highly detailed technical documentation
- Update and maintain the Catherine Cook technology knowledge base sites
- Manage and maintain inventory and track and tag hardware assets using asset tracking database
- Manage and support Apple products including: the 1:1 iPad program, Macs, Apple purchasing, licensing, and administer AirWatch MDM for Apple products
- Manage licensing for Catherine Cook applications (including Adobe and iPad Apps)
- Organize and oversee distribution and collection of student laptops and iPads.
- Design and conduct Professional Development training sessions for faculty, staff, and students
- Provide technical support and repair client devices (iOS, Windows, Android) and software
- Respond to support requests submitted via HelpDesk
- Assist with PC imaging for 1:1 Windows laptops
- Draft and send technology-related notifications and alerts to the community when necessary

- Work as part of the technology team and assist when necessary

Required Qualifications

- BA degree (or equivalent technology certifications or experience)
- Minimum 2-5 years experience in technology support (preferably in a school environment)
- An individual with experience in customer service and that loves working with people and as part of a team
- Experience managing SIS and LMS systems
- Experience working with MDM systems
- Expertise with Apple and generally proficient with PC
- Proficiency with iOS and Windows operating systems.
- General understanding of printer and copier usage and management
- Proficiency with software and apps including: Office, OneNote, Acrobat
- Detail oriented individual who possesses the ability to independently manage multiple complex projects and tasks
- Ability to think critically and to independently leverage knowledge resources to troubleshoot and solve complex problems quickly
- Eagerness to expand IT skills and abilities by learning and experimenting

Preferred Qualifications and Experience

- Candidates with, or pursuing, a technology-related Postgraduate degree
- Technology certifications related to job responsibilities
- Experience with school scheduling, grading, and general registrar tasks
- Advanced experience in database design or administration

Compensation and benefits are competitive and commensurate with education and experience.

Catherine Cook School is an independent school serving more than 570 students from Preschool through 8th Grade. Visit www.catherinecookschoool.org to learn more about our school and culture. Catherine Cook School is an equal opportunity employer.

Please submit resumes in PDF format. Send resumes to:

Nosson Cohen, Director of Information Technology

Email: itcareers@ccookschool.org