Director of Technology

The Madeira School is an independent, college preparatory, boarding and day school for girls grades 9-12. Located in McLean, Virginia on a 376-acre wooded campus, Madeira is 12 miles from the center of Washington, DC. Madeira's ambitious academic curriculum emphasizes both content and skills.

The Director of Technology provides technology support and system administration to the School's community, technology systems, and databases in an ever-evolving environment. This position is integral to the smooth operation of the teaching and learning mission. The Director of Technology must have a strong passion for new technologies, learning, growing, and providing exceptional customer service to a wide array of constituents.

Responsibilities include:

- Responsible for strategic planning, both mid- and long-range, for Madeira's academic and administrative technological needs
- Make strategic recommendations regarding network system design and implementation. Work with campus construction and facilities staff, as appropriate, to design and implement networks.
- Administers the design and maintenance the school's entire network
- Assesses, develops and implements technology policies as needed to ensure the integrity of operation and application of the overall system
- Maximize the department's ability to provide high-quality, reliable IT systems to the school.
- Sets policy, regulations, system standards, and operating procedures. Takes responsibility for the Acceptable Use Policy.
- Plans and administers the annual and multi-year operating and capital budget
- Directs the evaluation and testing, acquisition, installation and maintenance of information and communication related technology hardware and software to support the instructional and business needs of the institution (including the Madeira phone system).
- Manages operations of critical systems and technology platforms that include Blackbaud SMS, Canvas, Raiser's Edge, Financial Edge, Camp Brain, Zoom, Microsoft 365, Reach, Magnus and other systems necessary to the operation of the school.
- Responsible for security, firewall management, enterprise switches, physical plant, and an integrated system-wide enterprise-class wireless infrastructure.
- Creates, configures, and maintains devices following standard procedures.
- Creates, manages and maintains user accounts and mailboxes in an Active Directory, Microsoft 365 environment, database(s) and phone systems.
- Manages internet policy, user groups and any governance or control issues that might apply.
- Manages domain registrations, external DNS, Cloud Service Providers, and Internet/Phone Service Provider.
- Supports the school's AV environment
- Works with outside contractors on various technical implementation projects

- Oversees the helpdesk and support efforts at Madeira; Monitors and resolves helpdesk requests for faculty, staff, and students
- Defines, recruits, hires, and manages technical as well as mentor technology staff.
- Ensures proper account and device onboarding/offboarding of faculty, staff, and students
- Provides user training; implements network security
- Ensure users receive professional, courteous and timely support and service.
- Develops end user and internal documentation.
- Trains users in the use of software and hardware.
- Handles emergency requests and/or calls after normal business hours and on weekends.
- Stays current with system information, changes, trends in technology and updates.

Requirements:

- Four-year degree or equivalent experience within field is preferred. Minimum of 5 years' experience in a similar position. Previous experience in school environment preferred
- Completion of the ATLIS Leadership Institute (ALI program) or similar program a plus
- Three to five years of supervisory experience preferred
- Experience with Blackbaud, Canvas, Mac and Windows operating systems, Microsoft 365, Cisco experience a plus
- Excellent communication skills (written and oral) and interpersonal skills
- Strong problem-solving skills, decision making, and research capabilities
- Ability to interact with technologically diverse populations and to provide exceptional customer service
- Highly organized with a detail-oriented approach to work
- Must be able to lift up to 50 lb., reach, bend, stoop, kneel and traverse a campus environment
- Position requires occasional weekend and/or evening work
- Be a practitioner of diversity, equity, and inclusion
- Uphold the School's professional standards including punctuality, courtesy and discretion
- Ability to set priorities, coordinate multiple projects, handle details, and work effectively under pressure, all with minimum supervision

To apply, please send your resume and cover letter to hr@madeira.org. Please include your name in the file name for any documents submitted.