Job Posting
Systems Administrator

Regis High School, a Jesuit, Catholic all-boys high school located in New York City seeks a creative technology professional to join its Information Technology Department. The successful candidate will be high energy, proactive, and interested in working with both students and faculty in addition to managing various critical technology systems. Strong communication, organizational, and analytical skills are a must. The ideal candidate will be curious about innovative implementation of technology and willing to learn a wide array of hardware and software to support the school’s infrastructure.

Application Deadline: July 27, 2016
Start Date: August 17, 2016

Position Description

Reports to: Director of Information Technology

Overall
- Serve as an active, contributing member of the Information Technology Department, under the direction of the IT Director and Senior Systems Administrator.

End-User Support
- Under the direction of the Senior Systems Administrator, provide technical support for faculty, administrators, and students. Ensure that appropriate service levels are met in addressing user issues by resolving, researching or escalating them appropriately.
- Track and manage user support requests through the Solarwinds Web Help Desk.
- Provide prompt response to user questions/problems/issues of support, covering all potential topics from network connectivity to broken equipment.
- Work cooperatively with the Technology Integration Specialist to train users.

Equipment Maintenance
- Configure/Manage/Repair hardware and software configurations of computer workstations (230+ Windows computers, including desktop and laptop machines; hard-wired and wireless network connections; students, faculty, and administrative users).
- Configure/Manage/Repair peripherals (projectors, printers, etc.).
- Maintain accurate inventory of all IT assets.
- Develop and maintain working relationships with vendors.
- Coordinate resale and recycling of retired equipment.
Network Maintenance

- Maintain the infrastructure of the school network, including Windows servers, Cisco switches and VOIP phones, Meraki wireless access points, Barracuda network appliances, Cisco ASA, DNS, DHCP.
- Configure and manage user accounts (Active Directory and Google Apps for Education) and network directory structure.
- Create and manage network print queues on a Windows print server.
- Research and implement new network hardware and software to meet the needs of the school community.

Qualifications

A Bachelor's Degree is required. A major in Information Systems, Computer Science, or other technology-related field of study is preferred. Experience in a related IT Support position and/or secondary education is preferred.

Experience in Jesuit high school education, either as a student or employee, is preferred.

The qualified applicant ...

- demonstrates an eagerness to learn, explore, and complete tasks fully and efficiently.
- demonstrates a high level of attention to detail throughout all his/her work.
- is able to prioritize tasks in order to ensure that urgent/critical tasks are addressed in a timely fashion.
- is highly self-motivated, task oriented, and takes pride in the quality of the results he/she produces.
- is able to manage a flexible work schedule, which includes weekday working hours from 7:30 am to 3:30 pm and availability to remotely address urgent support needs after hours.
- demonstrates patience and kindness while working to support and educate the community of staff and student users. He/she must work well with others on a daily basis.
- has excellent spoken and written English language skills. He/she must be comfortable speaking to others on the telephone and in person.
- possesses an interest in becoming involved in the life and community of the school beyond the specific job-related tasks of the Systems Administrator position. Such involvement may include participating on a retreat or service project, and/or working with students on technology-related projects.

Required Skills

- Strong proficiency with Windows operating systems and software applications (Windows 7/8/10, Windows Server 2008/2012).
- Proficiency in troubleshooting hardware, software and network issues.
- Working knowledge of TCP/IP, DHCP, DNS, wireless networking.
- Experience supporting printers, mobile devices and audiovisual systems.
Preferred Skills

- Working knowledge of Active Directory, Group Policy.
- Familiarity with Cisco switches, routers, firewalls, and other related hardware.
- Experience creating and managing virtual machines in a VMware environment.
- Familiarity with Mac OS X and Linux.

Compensation

The starting salary range for this 12-month position is $60,000 - $65,000 (commensurate with education and experience).

To apply, please send a resume and cover letter to jamatrucola@regis.org

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