

## Senior Director, Technology Support

**Start Date:** Immediate  
**Team:** Team IT/Systems & Data  
**Location:** Brooklyn, NY

### About Achievement First:

Achievement First, a non-profit 501(c)3 charter school management organization, operates 36 public charter schools in Brooklyn, Connecticut, and Rhode Island. The mission of Achievement First is to deliver on the promise of equal educational opportunity for all of America's children. We know that every child—regardless of race, zip code, or economic status—deserves access to great schools. Achievement First currently educates more than 13,300 students in historically underserved neighborhoods, with over 90% of our students identifying as Black or Latinx. For more information about the Achievement First mission, model, our schools and team, please visit our website at [www.achievementfirst.org](http://www.achievementfirst.org).

### Summary

The senior director of technology will lead and execute the strategy for IT infrastructure, help desk customer support, and staff/student device management. The individual in this role provides direction, coaches, develops, and mentors leaders within the support team. We are passionate about our students and teachers, and the senior director of technology works to ensure that schools can depend on their technology and systems. When these technology and systems don't work as expected, the senior director ensures schools receive consistent, timely, and quality support from the team.

### Responsibilities of the [Position Title] will include but are not limited to:

- **Team & Organizational Leadership**
  - Attract, hire, develop, and motivate a team of skilled support managers and associates to execute at consistent levels of excellence
  - Establish and maintain high standards of team performance by developing clear goals, rigorously tracking performance against goals, and developing strategies to address any performance gaps
  - Ensure that the support team operates in a way that is consistent with AF's culture and mission and values and always puts our schools and their students first
  - Directly supervise Associate Directors of IT Support, S&D Support and IT Purchasing
- **Technology Operations**
  - Oversee and determine timeframes for major IT projects including system updates, upgrades, and migrations
  - Develop the vision for Achievement First's help desk and knowledge management solutions
  - Oversee help desk operations which include, but are not limited to standard day to day operating procedures, scheduling, identifying and acting upon data trends and maintaining an up to date knowledge base
  - Work closely with school and network operations team [non-technical] to align on technical roles, policies, and procedures to create a seamless support experience for our user base

- **Financial Management**
  - Oversee technology budget process by setting budget targets for Achievement First schools and then partnering with them to finalize their technology budgets.
  - Oversee the procurement for all Achievement First technology purchases and ensure that we are negotiating for the most aggressive pricing
  - Establish and maintain key vendor relationships
  
- **School Readiness**
  - Prepare technology for the opening of new schools and the expansion/moves of existing schools:
    - Manage the build out and execution of data wiring plans for 20+ Achievement First Sites.
    - Partner with the network operations team to deploy the technical infrastructure at Achievement First sites. This includes the network infrastructure, telephony and the installation and networking of printers and copiers.
  - Coordinate the execution of network upgrades and special infrastructure projects.
  - Coordinate, set up and distribute laptops for 300+ new teachers each summer.
  - Coordinate and oversee the inventory and maintenance of 15,000+ student devices.

#### **Skills and Characteristics**

- Self-starter with strong work ethic and a passion for problem-solving and operational excellence
- Motivated by challenges and a strong desire to learn about and implement new technologies
- Excellent personal organization, project management, and time management skills, including ability to manage time across multiple projects and priorities
- Excellent oral and written customer service skills and ability to prioritize and communicate effectively with non-technical users
- Belief in the Achievement First mission and educational model
- Maturity, humility, sense of humor and “roll-up-my-sleeves” attitude

#### **Educational Background and Work Experience**

- Experience with Windows 10, Office 365, Onedrive and Exchange Online
- Experience with vendor management
- [preferred] Familiarity with IT automation technology
- [preferred] Experience with K-12 education
- [preferred] Experience with Kaseya, Concur, Adaptive Planner, Google Management platform, and ZenDesk

#### **Compensation**

Salary for this position is competitive and commensurate with experience. Additionally, Achievement First offers a comprehensive benefits package.

#### **To Apply**

To submit an application, please attach your resume and cover letter through the web form below:

<https://app.smartsheet.com/b/form/13ae208eee9f456487d7f462b2421ad3>.

Applications will be accepted on a rolling basis until the position is filled. Candidates are encouraged to apply as soon as possible. Only qualified candidates will receive a reply. Achievement First is an equal opportunity

employer and an organization that values diversity. People from all diverse backgrounds are strongly encouraged to apply. You can learn more about diversity at Achievement First here: <http://www.achievementfirst.org/about-us/diversity/>.