

Associate Director, Cloud Platform Engineer

Start date: Immediate

Team: Team Technology/Systems & Data

Location: Brooklyn, Connecticut, or Rhode Island

Who are we? Achievement First (AF) exists to address the legacy of racism in education in America. Our mission is to deliver on the promise of equal educational opportunity for all of America's children. That is what we work for, every day. We know that all children—regardless of race, zip code, or economic status—deserve access to great schools. At the core of our approach is the shared journey by our students and staff to fulfill our incredible potential.

Just the facts. Achievement First has consistently been rated one of the top charter school networks in the country, AND we are still learning and growing. AF is a non-profit 501(c)3 organization that currently supports 37 public charter schools in New York, Connecticut, and Rhode Island. The mission of AF is to deliver on the promise of equal educational opportunity for all children. We currently employ more than 2,000 staff -- 47% of whom identify as Black, Latinx, or Multi-racial -- who collectively educate more than 14,300 students in Brooklyn, NY; Providence, RI; New Haven, Bridgeport, and Hartford CT. More than 85% of our students qualify for free or reduced priced lunch. Our students are proving what's possible by achieving breakthrough results in terms of academic achievement and long-term college persistence.

Our focus and reach extend beyond the students and communities that we serve directly. Achievement First is an engaged and prominent partner in the broader education-reform movement, partnering with schools and networks from across the country and openly sharing all of our resources with all educators free of charge. We currently serve more than 100,000 additional students through two key partnership initiatives. Our Charter Network Accelerator is an intensive cohort-based training program for CMO leaders (with a focus on leaders of color) who are looking to increase the number of top-quality options available to parents across the country; and through our Navigator Program, we provide coaching and support for district and charter schools who want to adopt and adapt our curriculum and instructional practices to help students achieve breakthrough results.

Why work at Achievement First? First and foremost: you should work at AF if you believe in our values and want to surround yourself with people who share them. We are committed to leading for racial equity. We approach our work with humility, humanity, and the recognition that both what we do and how we do it must model the equity we seek. We strive for excellence by setting a high bar in all areas and pursuing it relentlessly. We care about the whole person and are known to be as warm as we are demanding. We choose joy and actively seek out moments of humor, gratitude, and deeper purpose for ourselves and with each other. We know that we will go further together and intentionally choose to join forces on both

big and small things. We name brutal facts, embrace challenge, and see our mistakes as opportunities to get better.

Finally, come to Achievement First if you want to help support schools that are striving to not only close the achievement gap but also to redefine what's possible in education. We are obsessed with getting better and are working to create some of the best schools in the country - schools that support not just student's academic success but also their social-emotional learning, identity development, independence as learners, passion/enrichment/extracurriculars, and life-long fulfillment. AND, at AF, we believe getting better starts with looking in the mirror. We have done a lot of that lately, as we have more aggressively confronted our own biases and unacceptable gaps in our student experience. We are committed to addressing inequity within our systems, culture, and talent with resolve to walk the long road ahead to the true equity and opportunity that our kids and families deserve. So, come to Achievement First if reflection, challenge, and growth feed your soul.

The Opportunity

Achievement First is seeking a self-motivated process-oriented Associate Director of Cloud infrastructure to support our growing use of SaaS platforms and cloud network infrastructure. The associate director's primary duties include managing the day-to-day functionality of our core SaaS platforms (Okta, Google Workspace, Microsoft 365 and Zoom), instituting best practices in all these platforms and working with other teams to integrate these platforms into their workflow. In addition, the associate director will work with other members of the data and full stack developers to install, maintain, and support the cloud web application and data infrastructure (AWS/Azure) required to meet the current and future needs of the Achievement First network. The Associate Director will serve as a Tier 1 point of contact for supporting both our SaaS and cloud web infrastructure. They will also be responsible for ensuring that new features/options are implemented within our SaaS platforms as they become available and create plans for reducing technical debt that has accumulated within the platforms themselves over the years.

Responsibilities of the Associate Director, Cloud Infrastructure will include but are not limited to:

- Manage, troubleshoot, resolve, and escalate requests related to both the core SaaS platforms and cloud infrastructure
- Daily monitoring of all core Achievement First SaaS platforms to ensure peak functionality
- Provide installation, maintenance, monitoring and support for our AWS virtual environments
- Will be responsible for reducing/removing technical debt that has built up within any of our legacy SaaS platforms (i.e., M365 and Google Workspace) and planning for scale within our AWS environment
- Manage and monitor backup and recovery strategies for production cloud environment
- Work closely with developers to ensure application scale and deploy as anticipated
- Work with Director of Network & Cloud infrastructure to plan and execute improvements to the cloud infrastructure environment
- Build and maintain automation to provision cloud infrastructure

- Occasionally providing support off-hours and remotely when necessary
- Able to communicate effectively with technical and non-technical
- Will partner with network infrastructure team to address security issues (data breaches, account hijacking, application failures, etc.)

Skills and Characteristics:

- The ideal candidate would have 2+ years' experience working with at least one of the following SaaS platforms:
 - Google Workspace
 - Microsoft 365
 - Okta
 - Zoom
 - Bettercloud
 - AWS
- Experience with infrastructure-as-code tools (such as Terraform, AWS CloudFormation)
- Strong scripting skills using Python/PowerShell
- Familiarity with containerization technologies (such as Docker)
- Self-starter with a strong work ethic, personal organization, project management and time management skills and ability to manage problems independently.
- Strong oral and written team collaboration skills and ability to prioritize and communicate effectively with non-technical users
- A resilient problem solver who can fail gracefully and recover quickly

Educational Background and Work experience

- Undergraduate degree in a computer related field or 3+ years' experience in IT related field
- Experience with managing at least one of the following platforms: Google Workspace, Okta, Microsoft 365, Bettercloud
- [Preferred] SaaS or AWS certified
- [Preferred] Knowledge of software development lifecycle
- [Preferred] Knowledge of data warehousing and analytical databases
- [Preferred] Experience with K-12 Education

Compensation

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



To Apply:

To apply, please attach your resume and cover letter through the web form below:

<http://bit.ly/ADCloudEngineer>

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/> .