



Technology Manager

ORGANIZATION SUMMARY

For almost two decades, LA Promise Fund has uplifted schools, students and families in South LA to ensure more Black and Latinx students are prepared for success in college, career, and life. Today, we accomplish this goal as an education management organization that runs two South LA charter schools and coordinates high impact educational enrichment programming to ensure students are college and career bound. Russell Westbrook Why Not? Middle and High Schools advance a college-prep culture and integrated digital media arts-themed education, with significant parent engagement, socio-emotional supports, and leadership development.

Simultaneously, LA Promise Fund works with schools County-wide to offer a portfolio of programs that foster motivated, engaged, and directed students poised for academic, professional, and personal success. Currently, these regional programs include a focus on female empowerment, STEM, media arts, college readiness, career exposure and work-based-learning, school improvement design, and parent engagement. We work alongside a network of essential partners, students, parents, teachers, and school leaders to build strong schools that increase educational equity within South LA and beyond. To learn more about LA Promise Fund visit www.lapromisefund.org.

POSITION SUMMARY

Under the supervision of the Director of Information Technology, the Technology Manager serves a mid-level member of the technology team and helps ensure that technology is functioning at all of our school sites and LAPF headquarter offices. This may include day-to-day troubleshooting of devices and software, completing inventories, and other technology-related tasks performed both independently and in collaboration with other members of the technology team. This is a full-time, non-exempt position.

RESPONSIBILITIES AND DUTIES

The Technology Manager shall:

- Support in the maintenance and implementation of all aspects of the organization's technology systems and procedures
- Service devices as needed
 - Clean, adjust, and perform routine servicing of computers, monitors, printers, keyboards, modems and other related peripherals
 - Assist with diagnosing malfunctions and repairing desktop computers, monitors, printers, keyboards, modems and other related peripherals, by disassembling and inspecting for defects

- Assist with basic repairs by replacing defective electronic or mechanical components, reassembling, and checking equipment for correct operation
- Assist in the installation of common software packages.
- Create, test, manage, troubleshoot and maintain operating system images for all models of PC's and laptops
- Provide tech support for workshops, events, etc.
- Manage inventory of devices
 - Keep records of computer materials and equipment and track software licenses for school-wide software use
- Maintain up-to-date working knowledge of Chromebook devices
- Support the student technology leadership team (teachers and students) in their projects
- Train students to resolve tech issues schoolwide
 - Instruct operators in the basic care and operation of desktop computers, monitors, printers, keyboards, modems and other related peripherals
- Attend workshops and networking events in order to learn from other school leaders and teams
- Work independently with outside vendors such as Google, Adobe, and hardware suppliers to solve network, computer and user account problems
- Support the management of devices using the Google and Mosyle MDM platforms
- Provide recommendations for replacement and upgrade of operating systems and software; perform upgrades on older computer equipment; maintain records of equipment and malfunctions
- Assist in installing networks and related equipment; assist schools in the Implementation of networks
- Install hubs, wiring, and cables to buildings through walls and ceilings
- Manage Google Workspace for Education and all tech request systems
- Support and management of VOIP phone systems
- Other duties as assigned

CANDIDATE REQUIREMENTS

Education and Experience

- Any combination of education, training and/or experience equivalent to: High School Degree and an A+ Certification
- Minimum Two years' experience maintaining network infrastructure and troubleshooting hardware and software in a multi-site, multi-OS environment
- Experience using and supporting instructional computer applications in a classroom preferred
- Experience in the K-12 school setting preferred

- Training or professional development experience highly preferred

Knowledge, Skills, and Abilities

- Desire to innovate and play a key role in transforming public education and bridging the digital divide
- Passionate about solving problems for parents, students and teachers in order to expand and augment their access to technology
- Customer service oriented
- Combination of technical and project management skills
- Knowledge of TCP/IP and other network protocols
- Strong knowledge of Google Workspace for Education and Office365
- Knowledge of Mosyle MDM to help manage Apple devices
- Knowledge of various application suites for the Microsoft Windows and Macintosh environments including Web access and use applications.
- Strong verbal communication skills; ability to collaborate with colleagues, students, parents and community
- Resourceful, creative, able to multitask, prioritize and manage time effectively
- A strong collaborator, good listener and strategist; comfortable receiving input from many sources, and able to analyze and formulate disparate information into a sound, well-organized plan
- Entrepreneurial - a self-starter with a high energy level and an action-oriented individual
- Bilingual in Spanish preferred
- Commitment to LA Promise Fund mission and values
- Must clear a LiveScan criminal background check
- Must clear a TB Risk Assessment
- Must complete Mandated Reporter training
- COVID-19 Vaccination

COMPENSATION

Salary commensurate with qualifications, experience, and education. Excellent, full benefits package.

HOW TO APPLY

Email your cover letter and resume to careers@lapromisefund.org.