



Anticipated Opening  
New Orleans Center for Creative Arts  
IT Manager Position

**Division or Department:** Administration  
**Position or Type:** Full Time, 40 hours a week  
**Reports to:** CFO  
**Salary:** Commensurate with experience  
**Anticipated Start Date:** October 16, 2023

**General Description:**

The Information Technology Manager serves as the in-house expert on all areas related to Information Technology including, but not limited to, managing the network, servers, firewalls, end user equipment, and cloud-hosted services in order to provide consistently reliable service and necessary protection.

Commitment to diversity, equity, and inclusion and a demonstrated ability to work with a diverse body of students and colleagues.

**Job Duties**

- Forecasting needs, requirements, and future direction of technology for the school. This includes technology that supports instructional goals and student learning, as well as a budget for purchases, analysis of demands, and planning for future needs to improve efficiency and productivity.
- Effectively manage an IT budget ensuring all expenditures are within State of Louisiana Fiscal guidelines.
- Design and roll out robust systems that support over 600 daily users.
- Collaborating with faculty and staff to coordinate technology hardware, software, and digital tools that support classrooms, offices, and departments.
- Assist with setting policy, regulations, system standards, and operating procedures.
- Applying all state and federal laws and policies as they apply to technology in public high schools.

- Providing technology integrated professional development programs for faculty and staff.
- Managing the network, servers, firewalls, etc. in order to provide consistently reliable service and necessary protection.
- Support end-user (including students, faculty, and staff) school-related technology, such as Mac OSX, ChromeOS, Windows, Android and iOS devices, MFCs, phones, projectors, TVs, Google Apps, Zoom.
- Manage and maintain the fleet of desktops, laptops, printers, and server/network infrastructure and plan for their refresh lifecycle.
- Managing all vendor contracts related to IT maintenance and repair services.
- Manage inventory of consumables (projector lamps, toner, ID supplies, cables, adapters, etc.).
- Manage inventory of accessories (cables, adapters, chargers, headphones, etc.).
- Set up PCs and projectors as needed.
- Work closely with technical support vendor to respond appropriately to Help Desk tickets in a timely manner to ensure continued productivity and minimize downtime.
- Serve as a team resource for vision and planning in efficient technology usage.
- Maintain confidentiality of all passwords and other relevant information.

### **Qualifications**

- An associate's degree in a related field and/or 5 years of relevant technical experience
- Strong verbal and written communication skills, including direct interaction with students, faculty, and staff.
- Working knowledge of networking principles (DHCP, DNS, RADIUS, Switches, IP, WiFi)
- Experience with Google Workspace for Education, Windows in a mixed AD/AAD environment, Mac MDM principles
- The ability to design, complete, and evaluate programs to meet the needs of employees and students served

- Physical requirements include constant hand-eye and mind-eye coordination, hearing, speaking, keyboarding, sitting, and lifting up to 40lbs

**Minimum Requirements:**

- Excellent communication skills (oral and written)
- Detail oriented with excellent interpersonal skills
- The ability to generate ideas, solve problems, and resolve conflicts
- Highly organized and meticulous about records, documentation, and accuracy
- Ability to teach and share knowledge about computers and the skills necessary to operate them
- Ability to prioritize and execute tasks in team-oriented and collaborative environment

This is a position that includes all benefits afforded to Louisiana State employees including a choice of one of five Medical benefit plans with options of additional supplemental insurance plans. Employees receive ample time off surrounding holidays and extended weekends when the school is closed for instruction. This position also qualifies for participation in the Louisiana State Teachers' Retirement plan.

NOCCA is committed to an equitable and inclusive program and a diverse faculty, staff, and student body. Candidates from diverse backgrounds are therefore especially encouraged to apply.

Please submit letters of interest with resumé and contact information for three references. Position will remain open until position is filled.

Please use this [link](#) to apply or mail your submission to:

NOCCA IT Manager  
ATTN: Human Resources Department  
2800 Chartres Street  
New Orleans, LA 70117

## **NOCCA Vision**

*We believe in the transformative power of the arts. We aspire to create an educational community that nurtures and challenges young people to become more curious, kind, empathetic, engaged, and willing to grapple with complex problems in order to create a just, sustainable, and joyful world.*

## **NOCCA Mission**

*NOCCA's mission is to provide a world-class, pre-professional arts education for every young person in Louisiana with the curiosity, creativity, talent and motivation to pursue a life in the arts as they realize the best possible versions of themselves and their futures.*

## **NOCCA Equity Definition:**

- *Equity is fairness in action for all:*
- *Equity is valuing diversity and fairness through actions, systems, and policies. Equity is more than intention. It seeks to undo systemic injustices.*
- *Equity means that everyone is offered what they individually need in order to succeed. Equity does not mean everyone receives the same things in the same way.*
- *Equity within NOCCA means that each member of the community feels safe, supported, and respected.*