



**Contact:** E. Quincy McLaughlin  
Associate Head of School, Head of Upper School  
734.205.4044  
[qmclaughlin@greenhillsschool.org](mailto:qmclaughlin@greenhillsschool.org)

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# DIRECTOR OF INFORMATION TECHNOLOGY SERVICES

**Department:** Information and Technology

**FLSA:** Exempt

**Reports to:** Associate Head of School

**Schedule:** Full time, calendar year

**Designation:** Staff

**Travel:** Rare

## POSITION SUMMARY

The school seeks a Director of Information Technology Services to run a critical department that includes IT, systems, and instructional technology responsibilities. The Director of Information Technology Services is responsible for providing the vision, leadership, planning and management of information technology systems and services to advance the mission of Greenhills School.

The Director sets the strategic direction and is personally involved with the practical implementation of information-technology and data-security initiatives. They work closely with the Associate Head of School and the Dean of Academics to meet the faculty's instructional needs. As the leader of IT-related planning, resources, services, and operations, the Director ensures the ongoing development of professional technical staff in a team environment to ensure a strategic approach to technology for academic and administrative functions. The Director is responsible for overseeing the budget and expenditures of all areas in Information Technology Services.

Candidates must exhibit an appreciation of our diverse environment, inclusive of students, faculty, and staff of various races, ethnicities, sexualities, gender identities, religions, abilities, and socioeconomic backgrounds. We pride ourselves on being a warm and welcoming inclusive community.

## DUTIES AND RESPONSIBILITIES

The Director has the opportunity to provide further definition and guidance to the ITS organization in the following key ways:

- Oversee all operations of the technology department, including the hiring, supervision, evaluation, and growth of all technology staff.
- Audit how information systems are being used, (re-)establish compliance where necessary, and provide effective leadership in information security policies and solutions designed to keep Greenhills users and data safe without impeding effective teaching and learning.



- Lead the School's information technology staff, fostering a service-oriented and efficient information technology services function capable of addressing the diverse needs of a 6-12 school and its constituents; assess customer needs and ensure an outstanding approach towards technology for both academic and administrative functions; communicate proactively to solicit and identify new opportunities to develop value-added academic and administrative systems and services.
- Interact with Greenhills administrative leadership across campus to provide direction and assistance in the development and execution of long-term technology plans that address faculty, student, staff, parent, and alumni expectations.
- Remain current on educational technology advancements, emerging standards and regulations, and industry trends relevant to the school's ongoing success. Stay abreast of information technology initiatives across middle and upper college preparatory schools, incorporating them whenever they may further the school's mission.
- The department regularly handles level-one ticketing issues, A/V support, and instructional technology assistance to faculty.
- Manage network and systems infrastructure, the enterprise data environments, and security administration.
- Design, manage, and evaluate technology-related faculty and staff trainings, and ensure that all members of the community receive sufficient training and support.
- Establish and evaluate technology policies, procedures, and processes in areas such as: end-user support, data management, network access, and content filtering.
- Ensure IT security, purchasing, risk management, disaster recovery and planning processes are in place and receive regular review for currency and adequacy.
- Manage vendor relationships and third-party installation projects.
- Develop and maintain departmental budgets, policies, and procedures.
- Other projects and tasks as assigned.

## **SKILLS AND EXPERIENCE REQUIRED**

- Experience with Blackbaud School/Student Management programs (Raiser's Edge, Financial Edge, LMS, SIS), School Admin, Cisco, HP, G Suite, Windows, Mac, ChromeOS, MicroFocus Zenworks, NetIQ eDirectory, pfSense, iOS, Android, and Clevertouch panels, preferred.
- A bachelor's degree is a minimum requirement, a graduate degree is preferred.
- Experience leading departments and supervising employees, preferably in an educational institution, and/or in a department of technology.
- Experience with technology planning, client services, data and systems management, and/or instructional technology and design, preferred.
- An ability to plan and oversee concurrent technology-related programs and projects, combined with strong motivational skills to ensure completion and success.
- Experience in an educational environment preferred.
- Superior customer service skills.
- Excellent interpersonal and communication skills.
- Ability to effectively communicate with individuals and large and small groups.
- Ability to manage short- and long-term projects.



- Ability to create and deliver innovative instructional materials and programs on the use of technology to enrich teaching and enhance learning.
- Ability to work collaboratively with a wide variety of faculty and staff in multiple departments across the school.
- Ability to work with individuals from a range of technological expertise, from highly technical to fearful of technology.
- Proficiency in software applications for word processing, spreadsheets, presentations, Web publishing and navigation tools, and email.
- Maturity of judgment under pressure; ability to resolve/mediate problems in a timely and effective manner.
- A team player that is able to be a patient problem solver who thinks and reacts quickly, can multitask and prioritize while working in a dynamic environment.
- Detail-oriented, self-starter that is flexible, has strong interpersonal skills, professional and approachable with excellent communication skills.

## **PHYSICAL REQUIREMENTS TO PERFORM THE ESSENTIAL FUNCTIONS**

- Office environment.
- Repetitive motion, use of keyboard.
- Occasional light lifting and carrying.
- Regular standing, stooping and walking to various locations on campus.
- Greenhills School property is a tobacco-free environment.

## **ADDITIONAL INFORMATION**

Interested candidates should submit a cover letter with résumé/CV, and three references to Associate Head of School and Head of Upper School E. Quincy McLaughlin at [qmclaughlin@greenhillsschool.org](mailto:qmclaughlin@greenhillsschool.org).

The essential functions and basic skills have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This position description is subject to change at any time.

Greenhills School is eager to consider applications from groups traditionally underrepresented in independent school communities. We pride ourselves on being a warm and welcoming inclusive community. Greenhills School is an Equal Opportunity Employer. Greenhills School does not unlawfully discriminate on the basis of age, gender, religion, race, color, sexual orientation, gender identity, genetic information, disability, or national or ancestral origin in the administration of its educational policies, scholarship and loan programs, athletic and other School-administered programs, or in the administration of its hiring and employment practices.