JOB VACANCIES
2022-2023

The International School of Düsseldorf (ISD) is a well-established, not-for-profit, progressive, K12 IB World School (PYP, MYP, DP), in one of the most desirable locations in Europe. We are an international community of learners who work together to inspire our students to be confident, creative, critical and compassionate thinkers. The school is accredited by both the Council of International Schools (CIS) and the New England Association of Schools and Colleges (NEASC).

The following position is open for applications for the current school year:

IT Manager (m/f/d)

(full-time, 37.5 hours per week)

With immediate start

The contract is initially limited for 2 years.

The Role:

The IT Manager is expected to embody ISD's vision, mission, core values, competencies, and our definition of learning.

The IT Manager will bring leadership, support and advice to the International School of Düsseldorf's IT department, fostering high standards in department management, systems administration and technical support, aligned with the school's guiding statements. They will ensure that infrastructure, security, data systems and processes, hardware and devices support the seamless access to technology throughout ISD to deliver leading technology and learning in the context of the school's strategic plan.

The IT Manager will direct, develop and support a collaborative team of IT administrators, building on individual strengths to meet the technology needs of the ISD community. To this end, the IT manager works in conjunction with the Director of Teaching, Learning & Technology and the Director of Finance & Administration to develop and maintain the ISD technology services in support of the operational, instructional and learning technologies of the school.

Key responsibilities:

The duties of the position will include but will not be limited to those listed below:

- promote the ISD vision for technology implementation and integration and conduct an annual evaluation of the effectiveness of this vision and related defined goals
- evaluate the performance of IT department members and oversee their professional training and support to enhance contributions in line with the strategic direction of the school and to maintain a high level of morale among team members
- lead the development and implementation of clear structures and processes for purchasing, renewing and implementing technology hardware and software in collaboration and consultation with appropriate stakeholders, and liaise with technology vendors

- develop and maintain an up-to-date technology plan that fits the school's risk management process, including items such as firewall configuration, virus protection, spam protection, and disaster recovery and financial planning
- manage capital and operational budgets planning and expenditures related to IT technology, allocating and managing resources effectively in support of strategic priorities and initiatives, liaising with external vendors and the school's business office
- work with relevant members of the leadership team to develop strategies for acquisition, possible leasing or outsourcing
- provide leadership in the planning, review, addition and/or elimination of IT tools and programmes (databases, programs and applications) in collaboration with members of the IT department and other key stakeholders
- analyze the state, effectiveness and suitability of current IT systems and develop a map of IT system development that will meet the evolving needs of the whole school
- oversee the effective management of school technology systems and information databases and liaise with the members of the leadership team, the IT department and educational technology specialists to deploy network resources in support of the school's mission
- configure, manage, support and upgrade the technology infrastructure and systems to ensure that applications employed for all key areas are supported; systems include iSams, learning management system, Google Workspace for Education, data dashboards, library catalogue management, document management, business and HR office software and all other systems that are part of ISD architecture
- ensure customer service excellence to the ISD Community with the IT Help Desk by effectively responding and resolving support issues and helpdesk tickets
- manage the hosting of the school's database platforms on internal and external networks, and liaise with external platform providers and technicians to optimize costs and security
- oversee the interconnection and quality of all key processes (eg. recording, reporting and scheduling needs) and database systems to ensure consistency, single-instance storage, and automation of data flows
- collaborate with the leadership team to ensure that software systems and data services provide the necessary data and reporting to move the organization forward with data-informed decision-making
- ensure the consistent maintenance of the school's inventory of hardware and software
- oversee appropriate provisions for equipment and software license inventory maintenance, repair, and disposal
- ensure that all students, faculty and staff user accounts have access to the devices and online resources they need to allow for appropriate communication, collaboration, and innovation
- develop, communicate and maintain core IT procedures for students, faculty, staff, and administration
- ensure data privacy compliance across the school, in line with all applicable data protection regulations, advise on technological and cybersecurity threats, and take a leading role in the GDPR Committee to ensure GDPR/DSGVO compliance

Qualifications and experience:

- bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field, or equivalent qualification
- full professional proficiency in English and German
- strong background in IT operations with demonstrated ability in regard to systems integration, IT hardware and software infrastructure needs, data services, database administration, network administration, and quality support structures
- two years prior successful leadership experience, collaboration, organization, writing, listening and communication; ability to foster an effective team environment and with an emphasis on client-level technical customer service
- experience in an education-based setting, understanding and enabling process and system optimization and integration

- effective verbal and written communication skills, incl. negotiations and communications with stakeholders
- system administration and experience with relevant systems: Operating systems (iOS, MacOS, Windows, Windows Server, Linux), networks, MS Active Directory, virtual networks & servers, firewall rules and regulations, GDPR/DSGVO, MDMs, school information platforms, accounting & personnel platforms, email & data storage (Google Workspace for Education)

Application procedure:

- A letter of application no longer than two pages outlining your strengths as a candidate.
- A current CV
- A list of referees with contract details (name, company position, company, email address and phone number) for the last 10 years of employment
- A copy of your passport, residence, and work permit
- A copy of your degrees
- Applications should be submitted in one PDF file and addressed and sent to Mrs Marie Willis, HR Director Email: application@isdedu.de Please include the title of the position you are applying for in the subject field of the email.

Closing date for applications:

02.12.2022.

The school reserves the right to hire candidates before this date.

The International School of Düsseldorf is fully committed to the safety and protection of children. ISD´s Child Protection Policy and safeguarding guidelines apply to all faculty, staff, employees, volunteers, and students who represent the school and who interact with children or young people in both a direct and/or unsupervised capacity. We follow thorough recruitment and vetting practices requiring all potential employees to provide professional references and criminal background checks. In accordance with our Child Protection Policy, employee candidates will also be asked to provide official criminal background checks from Germany and in previous countries in which they have lived.