Available Position: Technology Office Manager
Department: Technology
Reports to: Director of Technology
FLSA Classification: Non-Exempt (Hourly)
Full/Part-time: Part-time (less than 30 hours per week)
Date Posted: May 3, 2022
Start Date: Immediately

About The Hockaday School:
The Hockaday School is an independent, college preparatory day and boarding school for girls of strong potential and diverse backgrounds who may be expected to assume positions of responsibility and leadership in a rapidly changing world. With an enrollment of more than 1,100 students, The Hockaday School is the nation’s largest prekindergarten through grade 12 independent girls’ school. Ranked among the country’s finest college preparatory schools, it was founded over a century ago and continues today to build on its original Four Cornerstones: Character, Courtesy, Scholarship, and Athletics.

Hockaday’s faculty are recognized as experienced leaders in their field and students in every grade benefit from outstanding faculty and access to unmatched resources. Families who choose Hockaday care deeply about providing their daughters with a comprehensive and rigorous education, both inside and outside the classroom. Hockaday’s student body reflects the diversity that is deeply valued by the School. While most Hockaday families come from across the great Dallas-Fort Worth area, Hockaday students also come from across the United States and around the world.

The Hockaday School is an extraordinary place to work, with bright and engaged students and unparalleled professional development opportunities and support.

Position Description:
The position of Technology Office Manager was established for the purpose/s of providing clerical support to Technology Department personnel; greeting/supporting users (students, staff, parents) with tech issues, communicating information to the Hockaday staff, students and parents; providing complete and accurate records; processing information in compliance with financial, legal and administrative requirements; assisting school personnel and providing information and/or direction as requested.

Essential Functions:
• Manage the entire workflow from ordering, processing, invoicing, and budgeting for all technology purchases
• Greet individuals entering the technology office (e.g. staff members, students, parents, etc.) to initiate the process of user care and/or equipment repair
• Maintain the inventories of equipment, supplies, and materials (e.g. computers, printers, all general supplies, equipment repair orders and status, etc.) to ensure the availability of items
• Perform record keeping and clerical functions (e.g. work orders, purchase orders, warranty orders, create and maintain user accounts, etc.) to support assigned administrator and/or office personnel
• Respond to and/or schedules communications to ensure timely responses to support requests received through the phone or ticketing system
• Resolve purchasing and receiving issues with external vendors
• Assist with processing purchase orders, invoices, documents, forms, mailing, and materials (e.g. acceptable user agreements, training schedules, training materials, etc.) to efficiently disseminate information to appropriate parties
• Attend department meetings for the purpose of gathering information required to perform functions
• Provide administrative support to the Director and Assistant Director of Technology
• Other duties as assigned

Qualifications/Experience:
• Education – High School Diploma
• Technical competency – Intermediate understanding and ability to use computers and technology including Microsoft Windows and Office products, basic office equipment, mechanical equipment, Enterprise Resource Programs, etc.
• Communication – Well-developed interpersonal, written, and verbal communication skills, including the ability to communicate effectively with all constituents in a school environment, including students, co-workers, parents, alumnae, volunteers, trustees, and the public
• Personal characteristics – Adaptability, honesty, self-reliance, teamwork, dependability, flexibility, willingness to listen and learn, work ethics, determination, persistence, problem-solving skills, loyalty, and congeniality are essential
• The ability to perform multiple, complex tasks in a dynamic work environment is essential.
• The ability to prioritize workload to meet deadlines
• Attention to detail
• Problem solving ability
• Professional/courteous approach and sensitivity and empathy
• Flexibility in working with others in a wide variety of circumstances
• Must have the ability to work in a school environment through satisfactory completion of all legally required and School-required background and screening checks and verifications, including criminal and sex offender background checks.

Training:
• Participate in all requisite School trainings prior to the start of the school, and throughout the School year
• Attend required staff development and training sessions throughout the year
• Attend periodic in-service meetings
• Acknowledge receipt of the current Employee Handbook and are responsible for reviewing the contents and abiding by rules, policies and procedures stated in the Handbook or otherwise by the School
• Abide by Hockaday’s Code of Ethics and Conduct
• Commit to the ideals expressed in Hockaday’s Tenets of Staff Excellence

Physical Requirements and Work Environment:
• Conditions/climate – Regularly works in standard office or classroom conditions and climate, Rarely works outdoors in varying weather conditions and climate
• Vision – Regularly uses close and distance vision, including working at a computer screen for extended periods of time; Ability to observe students from various distances
• Movement – Regularly works at a desk for extended periods of time
• Lifting – Ability to frequently move items weighing up to 30 lbs. across the office
• Mental – Regularly works in a occasionally/highly stressful environment, effectively dealing with a wide variety of challenges, deadlines, and a varied and diverse array of contacts with stamina to maintain attention to detail despite interruptions
• Flexibility – Ability to periodically work flexible hours to support before and after-school or weekend events
• Ability to maintain appropriate boundaries with students, fellow staff and community members

Limitations and Disclaimer:
The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. This job description reflects administration’s assignment of essential functions; and nothing in this herein restricts administration’s right to assign or reassign duties and responsibilities to this job at any time.

All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an “at-will” basis.

Application Requirements:
Qualified candidates should complete an online application for employment under How To Apply at https://www.hockaday.org/about/employment and attach a cover letter and résumé. You will receive an email confirming receipt of your application and additional details to complete the application process. Contact recruitment@hockaday.org with any questions.

The Hockaday School is an equal opportunity employer. It is our policy not to discriminate, and to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, color, sex, sexual orientation, creed, religion, national origin, ethnicity, age, disability, veteran status, or other applicable protected classification.