

Technology Project & Operations Manager

Join our energetic IT team and be part of the **International Schools Services (ISS)** world-class organization. In this newly created **Technology Project & Operations Manager** position, you will be responsible for the oversight and hands-on delivery of day-to-day departmental operations and services, as well as the management of technology projects and teams.

We recognize that diverse teams make the strongest teams, and we encourage people from all backgrounds to apply. We are experiencing a catalytic moment in history and ISS has committed to addressing the systemic prejudices and biases in ourselves, in schools, and in organizations around the world.

ISS believes in dignity of all, the benefit of cross-cultural perspectives, and the power of diverse, inclusive, equitable and just communities. You can read more about our commitments here:

<https://www.iss.edu/who-we-are/deij-commitment>

For over 60 years, ISS' mission has been uniquely focused on helping international schools and educators develop students into thoughtful, imaginative global leaders. We are passionate about today's and tomorrow's international education community, and we delight in connecting educators and schools worldwide. It's all about making a world of difference. **As a leading nonprofit organization in international education**, ISS promotes innovative best practices for global education.

ISS offers a comprehensive benefit package including generous paid time off, a 15% company contribution to a 403(b) and comprehensive health insurance. Salary range is \$105K to \$130K annually, commensurate with experience.

Location/Hours

Full-time; Mon-Fri 37.5-hour work week

This full-time position can be hybrid or remote. Ability to work core hours and at approximately 10% of the time, flex to align with some early mornings/late evening and/or weekends based on project needs.

Essential Responsibilities

Technology Project Management

- Manage technology-related projects and teams; gather requirements, develop project plans and specifications for systems.
- Provide regular reports and updates to stakeholders and senior management.
- Communicate with vendors and stakeholders, maintain documentation, acquire and implement software, organize training, plan for support.
- Coordinate stakeholder feedback and software testing.

Technology Operations Management and Support

- Analyze departmental needs to determine potential workflow enhancements or improvements to processes and activities through technology; design, develop and implement systems for use by departments; maintain and update systems as needs and technology warrant.
- Supervise and/or perform detailed testing and installation of systems to ensure smooth transitions. Supervise work of programmers, technicians and other assigned personnel as needed to ensure efficient and effective operation of technology systems.
- Oversee and directly provide routine support for systems including training of computer users and problem resolution.
- Communicate with partners and vendors to solve problems and optimize operations.

Planning

- Assist Director of Information Technology in developing long range plans for automating workflows and improving technology services.
- Assist Director of Information Technology in developing and maintaining standards and policies for acquisition and use of technology.
- Serve as a resource to Director of Information Technology, Departmental Directors and ISS officials on technology matters including analysis, planning and strategy formulation

Education and Experience:

- Bachelor's degree, or equivalent combination of technology certifications and/or experience.
- 5+ years of **technology project management** experience
- 5+ years of **technology support operations** experience
- Prior experience with participatory systems design
- Prior experience with Agile process and rapid prototyping

Technical Skills:

- Experience with project management tools
- Experience with Salesforce
- Experience with Microsoft Office products
- Experience with Jira

Desired Skills and Attributes:

- Well-honed ability to guide and manage project teams, build consensus, lead meetings, and communicate updates.
- Superior customer-centric mindset and approach.
- Excellent written and oral communication skills.
- Agile, quick learner of new platforms and systems.
- Liaison between customers, technical team, and internal staff, with the ability to troubleshoot across teams.

To apply, please e-mail your resume to rzangara@iss.edu