

# Position Summary

The Strategic Technology Partner will report to the Director of Strategic Technology and be responsible for engaging with business units, affiliates, projects, and individuals to create optimal outcomes for all involved. They bring best practices from multiple disciplines including traditional Systems/SaaS Administration, DevOps and SaaS Ops, Change Management, Business Relationship Management, and Agile Project Management. They are strong communicators and strategic thinkers. They work closely with our Corporate Operations Engineering team and our Security Architecture team to ensure strong support and security outcomes.

Listening, learning, and teaching are key aspects to the job as technologies, including core productivity technologies, are continually changing. The Strategic Technology team is responsible for keeping up to date with the latest and best practices and they strive to share that learning within the rest of the IT team and organization through established communication channels, by updating documentation, and through building and updating training.

## Responsibilities

- Working closely with the Chief Information Officer and Director of Strategic Technology to understand enterprise business needs, technology priorities, and team goals; contributing to the IT strategic roadmap and assisting in creating long-term strategies for growth and maintenance of the corporate IT infrastructure
- Proactively engaging members across the organization on behalf of IT
  - Maintaining relationships with business units, stakeholders, and affiliates
  - Consulting and problem solving on issues, initiatives, projects involving one or many teams and technologies
  - Educating teams and users through training and/or documentation to support adoption, compliance, and reinforcement
- Maintaining our suite of SaaS tools and software
  - Performing software, server, and integration troubleshooting
  - Deploying, updating, or managing new software
  - Configuring new and existing software and integrations
  - Decommissioning software and systems
  - Maintaining an accurate inventory of all company software assets
- Providing top-tier support to end-users; Collaborating on initiatives and issues with our Corporate Operations Engineering team.
- Supporting the security and compliance of company systems including malware and phishing investigation and vulnerability administration with our Security Architecture team
- Identifying and improving processes by maintaining, monitoring, and implementing automation and communicating changes to the IT team
- Leading the evaluation, planning, design, and execution of new or existing software tools and systems.
- Other duties, tasks, and special projects as required.
- Some overnight travel required.

# Qualifications

## Education and Experience

- Bachelor's degree or equivalent practical experience
- Five (5) years of technical experience administering systems, servers, and networks.
- Formal training or experience with common operating systems (Windows 10, macOS, and chromeOS) and common productivity suites (Microsoft Office and G Suite)
- Experience in SaaSops, using and administering cloud and SaaS tools such as Microsoft 365, G Suite, Slack, Zoom, Meet or related
- Experience implementing or managing Identity & Access Management (IAM) systems
- Experience with administering corporate system security products (antivirus, patch management, encryption, spam prevention) and common corporate security practices
- Technical certifications such as CompTIA A+, Network+, G Suite Certification, G Suite Professional Collaboration Engineer certification, or related (preferred)
- Coursework or demonstrated experience with scripting languages (Javascript, Python, Powershell, Bash) or CLI tools (Ansible, Puppet, GAM, Google Apps Script, etc) for automation or custom reporting purposes (preferred)
- Formal training or experience with Agile/Lean or adjacent methodologies, including project management (CPM) and change management (CCP) (preferred)
- Formal training or experience in business relationship management (BRMP) or communications (preferred)

## Required Skills/Abilities

- Deep understanding in four or more of the following skillsets required within IT Operations: Systems Administration, APIs, Automation and Scripting, Technical Troubleshooting, Project Management, Change Management; Strong understanding of complex IT infrastructure, and modern security practices.
- Able to solve complex problems, coupled with a strong sense of ownership and drive with the ability to adjust quickly to changing priorities and make progress in areas where high ambiguity and uncertainty exist.
- Able to provide infrastructure solutions for high profile and demanding internal customers.
- Understanding of change management and/or project management in Agile/Lean environments; Able to develop project and communication plans, manage initiatives and stakeholders, coordinate across teams, document policies and processes, and reinforce existing processes.
- Able to work with minimum supervision, stay up-to-date on the SaaS and technology landscape, identify and initiate areas for improvement and automation for all processes, policies, and systems across the organization.
- Able to work flexible hours including offices across multiple time zones, including evenings and weekends (occasional 24/7 support may be required).
- Strong organization, communication, leadership, documentation, prioritization, and multitasking skills.

## Physical Requirements:

- Prolonged periods working on a computer at a desk.

## Security is Everyone's Responsibility

In order to protect Strada's personnel, affiliates, customers, assets, and mission, security is the responsibility of every employee. To maintain security, employees are required to read, understand, and follow company security policies including but not limited to the WISP and Employee Handbook. In addition, security training supporting those policies is required at least annually.

Location: Indianapolis, IN / Remote

Please send your resume to: [terri.shea@stradaeducation.org](mailto:terri.shea@stradaeducation.org) for consideration