



## BOSTON COLLEGIATE CHARTER SCHOOL

### Data and Technology Manager

We are looking for an analytical, engaging, and creative Data and Technology Manager to serve as Boston Collegiate's primary on-site technology resource and the day-to-day owner of our student data systems. This position reports to the Chief Operating Officer.

#### Our Mission and Vision

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The mission of Boston Collegiate Charter School is simple yet ambitious: to prepare each student for college. We offer an academically rigorous college preparatory curriculum for 700 students in fifth through twelfth grades. 100% of our graduates have been accepted to college; the majority of them will be the first in their families to complete a college degree.

*All Boston Collegiate students will ... graduate empowered to choose their own directions, with options aligned with their passions and interests. They will be equipped not only to go to college, but to thrive there, and they will possess the leadership skills and mindsets necessary to make an impact in their communities and the world.*

*To achieve this vision of our graduates, Boston Collegiate will ... be academically rigorous, equitable, and inclusive. Boston Collegiate will create opportunities for each student to thrive and will cultivate curiosity, empathy, and the unique talents that each student brings. Boston Collegiate will be a beacon of the twin pillars of scholarship and belonging, and thus a national model for what integrated education can look like at its best.*

#### Our Strategic Plan

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Boston Collegiate's strategic plan responds to urgent issues in education, builds institutional resilience, and positions Boston Collegiate to lead as an equitable and integrated school. Read more about our [2023/2026 Strategic Plan](#).

#### Position Summary

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The Data and Technology Specialist is the day-to-day technology resource for students, faculty, and staff across the Boston Collegiate campus, and the day-to-day administrator of the school's student information system, data warehouse, and academic data platforms. The role works in close partnership with Insource Services, Boston Collegiate's managed IT partner, which provides server, network, security, and engineering services remotely.

This is a hands-on, student- and educator-facing role for someone who thrives on solving problems quickly, communicating clearly with non-technical users, and turning data into something teachers and leaders can act on. The ideal candidate enjoys the variety of K-12 work — troubleshooting a Chromebook one hour, preparing classrooms for MCAS the next, and pulling a Principal's Dashboard report after that.

#### Key Responsibilities

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The role is organized around two core functions: **Technology Specialist work**, which keeps Boston Collegiate's devices, classrooms, and end users running smoothly, and **Data Systems**



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**Management work**, which keeps the school's student data, compliance reporting, and academic analytics accurate and actionable.

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### 1. Technology Specialist

#### End-User Support and Help Desk

- Serve as the first point of contact for staff and student technology issues, providing prompt, courteous support in person, by email, and through the ticketing system
- Triage, document, and resolve Tier 1 and Tier 2 support tickets; escalate engineering or infrastructure issues to Insource Services
- Provide email and account support (Microsoft 365 / Google Workspace) including password resets, mailbox issues, sharing, and distribution lists
- Support mobile devices, printers, peripherals, phone systems, and conference room AV
- Deliver staff training and one-on-one coaching on core platforms; provide back-to-school technology orientation for new staff each year
- Develop and maintain end-user knowledge-base articles, quick-reference guides, and onboarding materials

#### Hardware, Software, and Asset Management

- Perform break/fix support for laptops, desktops, Chromebooks, printers, peripherals, and classroom devices
- Install, configure, and update software on a regular schedule, including coordinated laptop sweeps for patches, updates, and security software
- Deploy anti-virus and anti-spam software to endpoints per policies set with Insource; monitor compliance and remediate issues
- Maintain accurate asset inventory: tagging, tracking, deployment, repair, and end-of-life records
- Image, deploy, and recover devices; manage device check-in/check-out

#### Classroom and Instructional Technology

- Support classroom technology including smart boards, displays, projectors, document cameras, and audio systems
  - Manage computer carts: device readiness, software installation, peripheral maintenance, and schedule support
  - With the Operations Manager, coordinate readiness for computer-based testing (MCAS 2.0, ACCESS for ELLs, ACT, SAT, and other state/federal assessments): device prep, network checks, proctor caching, and on-site test-day support
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### 2. Data Systems Management

#### Student Information System and Platform Administration

- Manage day-to-day administration of the student information system and data warehouse to maintain data quality



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- Manage all school platform subscriptions (e.g., STAR, Clever, Mailchimp, Formative, FamilyID), including access provisioning and troubleshooting
- Manage the processes for grades (progress reports, report cards), attendance tracking, and student files

### **State Compliance and Reporting**

- Complete state compliance reports as needed, including SIMS, EPIMS, SDDR, and Civil Rights submissions
- Support project management of state compliance audits (Special Education, ESL, and others)

### **Data Analysis and Academic Reporting**

- Lead the development of analytical tools (STAR, interim benchmarks, attendance, and others) to support academic data review
- Fulfill data requests, including the quarterly Principal's Dashboard, grants data, and teacher-level reports
- Partner with academic leaders to make data accessible, accurate, and actionable for instructional decisions

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### **Cross-Functional and Strategic Work**

- With the Chief Academic Officer and Directors of Instruction, help develop the strategy for advancing classroom, instructional, and educational technology
- With the Executive Director, COO, Chief Academic Officer, and Directors of Instruction, support the development of a long-term vision for staff-facing and student-facing technology
- Escalate server, network, security, and identity issues to Insource engineers following documented escalation paths
- Coordinate with Insource on annual planning, E-Rate, budget input, procurement, and the annual security assessment
- Serve as the on-site Boston Collegiate resource for vendor and contractor technology work
- Participate in IT incident response under Insource's direction, executing on-site containment and remediation steps
- Other duties as the COO or Executive Director may request commensurate with the position

### **What This Role Does Not Cover**

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To set clear expectations, the following functions remain with Insource Services under Boston Collegiate's managed services agreement:

- Server architecture, configuration, and proactive system administration
- Network engineering (firewall, switching, wireless)
- Backup, disaster recovery, and infrastructure monitoring
- Identity and access management policy
- Annual security assessment and security policy development



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- Multi-year technology planning, E-Rate program management, and procurement strategy
- Project-based engineering work (migrations, large deployments)

### Qualifications

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#### Required:

- Bachelor's degree in Information Technology, Data Analytics, Business Administration, or related field; OR an associate's degree plus 2+ years of equivalent hands-on experience
- At least one year of experience combining IT support and data analysis or systems administration
- Proven troubleshooting skills across Windows, macOS, ChromeOS, iOS, and Android
- Working knowledge of Microsoft 365 and Google Workspace at the administrator level
- Demonstrated proficiency with Google Suite (Docs, Sheets, Forms, Slides) and web-based platforms
- Strong organizational skills, time management, and a deadline-oriented sense of urgency
- Excellent customer-service orientation; patient, clear, and effective with non-technical users
- Ability to lift and move equipment up to 40 lbs and to work on hands and knees under desks and in tech closets
- Successful completion of a Massachusetts CORI background check prior to start
- Commitment to Boston Collegiate's mission and to creating a positive, inclusive environment for students, families, and staff

#### Preferred:

- Prior experience in a Massachusetts charter school or other K-12 environment
- Experience administering a student information system (PowerSchool, Infinite Campus, or similar) and completing DESE compliance reports (SIMS, EPIMS, SDDR)
- Familiarity with online state testing platforms (MCAS 2.0, ACCESS for ELLs, ACT)
- Exposure to Microsoft Intune, Google Admin Console, or other MDM platforms
- Industry certifications such as CompTIA A+, Google Certified Educator, or Microsoft 365 Certified: Fundamentals
- Bilingual (English/Spanish or other languages spoken by Boston Collegiate families)

### Schedule and Working Conditions

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- Full-time, exempt, 12-month, on-site role aligned to the Boston Collegiate school year and summer operations
- Occasional early arrival or extended hours for testing windows, school events, and back-to-school preparation
- Summer hours include laptop sweeps, asset audits, lab readiness, compliance reporting cycles, and back-to-school onboarding
- Frequent walking between floors, classrooms, and tech storage areas; some lifting and physical work involved in device deployment



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## **Compensation and Benefits**

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This position falls on Band C of our [Non-Instructional](#) salary scale with a salary range of \$67,495 – \$75,967. Why Boston Collegiate? Check out our [Value Proposition](#) to learn more about the benefits of being a staff member.

## **Join Our Team**

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To formally apply, visit <https://www.bostoncollegiate.org/careers/>. No telephone or email inquiries, please.

Boston Collegiate is an equal opportunity employer. We make employment decisions without regard to race, color, religion, national origin, age, gender, gender identity, sexual orientation, veteran status, genetic information, disability, or any other classification protected by applicable local, state, or federal law. Boston Collegiate is committed to building a supportive and inclusive workplace that reflects the diversity of Boston.