



Position: Technology Manager

Location: Ann Arbor, MI (Hybrid)

Job Type: Full Time/ Salary (exempt)

DESCRIPTION

About US

Clonlara School is a nonprofit, K–12 private school that serves more than 2,000 students around the world through our Campus and Off-Campus Programs. Our mission is to transform education on a global scale through a highly personalized approach that fosters authenticity, autonomy, and joy in the learning process. We are truly a global learning community.

Currently, we have an opening for a skilled **Technology Manager** to coordinate the seamless delivery of IT support as well as lead IT initiatives such as the implementation of a new school-wide app for our Microsoft based global school.

About YOU

You are a hands-on manager that fosters communication, teamwork, and collaboration with people of all backgrounds, knowledge, and abilities. You have strong technical knowledge of IT systems, networks and application support, with familiarity of Microsoft development software (Canvas App, Power platforms). You are energized by situations demanding flexibility and adaptability in an ever-changing environment.

Your Role

As the Technology Manager you will take a proactive and innovative approach to develop and implement processes, procedures and IT solutions to help Clonlara achieve its mission and business goals. The Technology Manager will lead a team of tech support staff and oversee the IT support operations. Acting as project manager, the Technology Manager will work alongside the Director of Operations to execute IT projects including a new app that is in the testing phase.

Responsibilities include, but are not limited to

General Management:

- Collaborate with the Operations Team to develop and implement processes and procedures that support and enhance Clonlara's global technology strategy, ensuring alignment with business objectives across all programs.
- Lead IT project management efforts for new and evolving technology initiatives, leveraging Microsoft-based tools (e.g., Power Platform, SharePoint, Canvas Apps) to deliver innovative solutions.
- Manage and mentor the IT team, maintaining high performance and alignment with departmental goals by conducting regular check-ins, providing constructive feedback, addressing performance concerns, and fostering continuous learning and professional growth.



- Lead regular department meetings to assign tasks, set priorities, and oversee resolution of departmental requests and technical issues, ensuring efficient and effective service delivery.
- Promote collaboration and clear communication across the IT department and with other teams, ensuring seamless integration of technology solutions into the organization's operations.

Technology

- Evaluate and align technical requirements with long-term operational objectives, recommending innovative Microsoft-based solutions to enhance service delivery and user experience.
- Manage and oversee system maintenance, including the completion and monitoring of updates, minor repairs, and upgrades for hardware and software, ensuring all systems owned by the Ann Arbor location and global platforms are operational and secure.
- Establish, implement, and monitor IT policies and goals, ensuring alignment with Clonlara's global objectives and compliance with data privacy and security standards.
- Oversee and coordinate tech support operations, ensuring timely and effective resolution of issues, while fostering a culture of excellent customer service for Clonlara families and staff.
- Develop and implement customer-focused IT strategies, prioritizing responsiveness, clear communication, and proactive solutions to address the needs of the school's global community.
- Lead and support IT projects involving staff and vendors, including app development on Microsoft platforms using Power Platform, Canvas Apps ensuring seamless collaboration and timely delivery of solutions.
- Foster a proactive approach to IT management, identifying areas for improvement, ensuring continuous learning, and leveraging technology to meet evolving organizational needs while delivering high-quality service.

Background and Skills

The ideal candidate has completed a college degree in management and/or information technology, as well as three (3) years' experience in project management, IT operations, business administration; or an equivalent combination of education and experience sufficient to successfully perform the duties listed above.

Candidates will demonstrate the following attributes and abilities:

IT Abilities

- General knowledge of a variety of enterprise-level software configurations and coding concepts.
- Strong technical knowledge in IT systems, networks, and application support.



- Experience in Microsoft development software, including Canvas App, Power Apps, Power BI, and Dataverse. Certifications are a plus.
- Hands-on approach and willingness to step in and address technical issues when needed.
- High agility and problem-solving skills, with the ability to adapt quickly to changing priorities and challenges, including working effectively with Agile software development frameworks.

Managerial Skills

- Strong managerial ability with demonstrated success in team building: managing and motivating staff, supporting talent, and fostering effective collaboration with remote teams.
- Identifying the developmental needs of others and coaching, mentoring, or otherwise helping them improve their knowledge or skills.
- Strong interpersonal, collaborative, relationship-building, and negotiating skills.

Productivity and Task Management

- Time management skills, including organizing work, coordinating projects, setting priorities, meeting deadlines, and following up on assignments with minimal direction.
- Project management capabilities, such as planning tasks, allocating resources, managing timelines, and ensuring project deliverables align with goals.
- Active learning: updating and using relevant knowledge, including understanding the implications of new information for both current and future problem-solving and decision-making.
- Using initiative and independent judgment within established policy and procedural guidelines.

Communication Skills

- Command of the English language, verbally and in writing.
- Demonstrates openness to diverse communication styles and constructive feedback, with a willingness to learn and continuously improve.
- Exemplary communication skills, including dealing effectively with the public, vendors, and staff in person, over the telephone, and in written communication, with excellent listening, discerning, and synthesizing skills.