INFORMATION TECHNOLOGY SYSTEMS MANAGER

DEPARTMENT/SITE: Information Technology and Support	**SALARY SCHEDULE:** Classified Supervisory **SALARY RANGE:** 12 **WORK CALENDAR:** 261 Days
REPORTS TO: Director - Information Technology and Support	**FLSA:** Exempt

PURPOSE STATEMENT:

Under the general direction of the Director of Information Technology and Support, the Information Technology Systems Manager manages a large staff of expert technicians operating as three pyramid teams to provide user support and information to internal customers (i.e., teachers and staff, students and parents); through Help Desk work ticket requests and special project work as needed. The incumbent in this class provides the school community with user support for technology hardware and software which directly supports student learning and achievement.

ESSENTIAL FUNCTIONS, DUTIES, AND TASKS:

The following alphabetical list of functions, duties, and tasks is typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform other closely related or department-specific functions, duties, and tasks from those set forth below to address business needs and changing business practices.

- Assists in planning and conducting in-service training and safety education for assigned personnel for the purpose of ensuring quality and completion of work as scheduled.
- Communicates with administrators, personnel, and outside organizations for the purpose of coordinating activities, resolving issues and conflicts, and exchanging information.
- Evaluates assigned activities and/or projects for the purpose of delivering services in compliance with established guidelines.
- Inspects work of assigned personnel for adherence to quality and safe practices standards, communication, coordination, quantity, and completion of the work as scheduled.
- Manages a technology support services program and supervises assigned support staff ensuring adherence to District standards and best practices.
- Participates in meetings, workshops, and seminars to convey and/or gather information required to perform functions.
- Prepares a variety of written materials (e.g., reports, memos, letters, procedures, manuals, etc.) to document activities, providing written reference, and/or conveying information.
- Provides feedback and recommendation to the Director of Information Technology Services on issues including staffing, technology planning and support procedures.
- Researches a variety of topics in order to develop new programs/services, ensure compliance with relevant requirements, secure general information for planning, take appropriate actions, and/or respond to requests.
- Reviews support requests, purchase requisitions, and work assignments for the purpose of ensuring compliance with adopted standards and policies.
- Supervises, directs, manages, and coordinate work and workplace safety standards to ensure compliance with regulatory requirements and adherence to District technology preventative maintenance processes.

- Supervises schedules, assigns, and directs District personnel in a variety of job classifications for work to be done at District locations for the purpose of ensuring that the department functions in a safe and efficient manner.
- Works with site principals and/or administrators to ensure that school sites and district offices receive reliable technical support and that technology resources are in working order.
- Performs other related duties as assigned for ensuring the efficient and effective functioning of the work unit and the District, including various mandatory District trainings.

KNOWLEDGE, SKILLS, AND ABILITIES
(At time of application)

Knowledge of:
- Principles and practices of modern management and supervision
- Basic math and computer-based math and calculation
- Standard operating procedures for personal computers and related software and peripheral equipment operating in a network environment
- English language, grammar, spelling, and punctuation
- Oral and written communication skills
- Interpersonal skills using tact, patience, and courtesy
- Current, legacy, and emerging equipment, operating systems, applications

Skills and Abilities to:
- Plan, schedule, and evaluate work of a large staff of technical support personnel
- Work with a wide dive3rsity of individuals from varied backgrounds
- Work effectively under minimum supervision and direction
- Adhere to, and enforce the adherence of others, to standard safety practices and procedures
- Convey technical information to non-technical audiences
- Problem-solve, including identifying issues and creating action plans leading to positive resolution

RESPONSIBILITY:
Responsibilities include working under limited supervision using standardized practices and/or methods; managing several highly trained work teams through subordinate leads; adapting to frequent changes and upgrades in technology, and monitoring budget expenditures for equipment. Utilization of significant resources from other work units is sometimes required to perform the job's functions. There is a continual opportunity to impact the organization's services.

JOB QUALIFICATIONS / REQUIREMENTS:
(At time of application and in addition to the Knowledge, Skills, and Abilities listed above.)

EDUCATION REQUIRED:
Bachelor's degree from an accredited college or university in Computer Science, Information Technology, Business or a related field is preferred. Relevant IT certifications (e.g. Microsoft, Cisco, A+, other network certifications) are preferred. Additional qualifying experience may be substituted for the degree on the basis of one year of experience for each 24 semester/45 quarter units of coursework.

EXPERIENCE REQUIRED:
Five (5) years of increasingly responsible professional experience in Information Technology including at least one

year of lead or supervisory experience in an IT capacity.

LICENSE(S) REQUIRED:
- Valid, current California Driver's License to drive to District schools and sites and to attend trainings, conferences, workshops, and meetings outside the District.

CERTIFICATIONS AND TESTING REQUIRED:
- Pass the District's applicable proficiency exam for the job class with a satisfactory score
- After offer of employment, obtain:
  - Criminal Justice and FBI Fingerprint Clearance
  - Negative TB test result plus periodic post-employment retest as required (currently every four years)
  - Pre-employment physical exam A through District's provider at District's expense

WORK ENVIRONMENT / PHYSICAL DEMANDS:
(*Must be performed with or without reasonable accommodations*)
- Work is primarily indoors and occasionally requires sitting for extended periods
- Lift and move equipment and other objects weighing up to 50 pounds
- Dexterity of hands and fingers to operate hand tools, a computer keyboard, and other office equipment and to maintain paper files and documents
- Use hands and fingers to grasp, hold, and manipulate objects
- Kneeling, bending at the waist, sitting, squatting, crawling, stretching, and reaching overhead, above the shoulders and horizontally to place equipment and wiring and retrieve and store files and supplies
- Climb ladders
- Hearing and speaking to exchange information in person or on the telephone
- Visual acuity to see/read documents and computer screen
- Frequent operation of a personal vehicle, and occasional operation of a District vehicle, to travel within and outside the district for meetings, training sessions and assisting staff at school sites
- Exposure to intermittent noise and interruptions typical of a school environment