



JOB DESCRIPTION

Supervisor of Technology Services

DEFINITION:

Under the direction of the Director of Information Technology, assists in the leading and representation of the Information Technology Services department; plans, organizes, controls and performs activities related to the proper implementation, operation, monitoring, administration and maintenance of district's information technology infrastructure; coaches, trains and leads Technology personnel, communicate and consults with district staff on information technology issues; assures the smooth, efficient, and proper integration of hardware and software technologies; supports the use of information technology by all departments; recommends and implements changes to accomplish increased system productivity and efficiency. Assists in providing the overall management of district technology resources including, but not limited to computers, LAN, WAN, servers, telephone systems and all supporting hardware and software.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assists the Director of Information Technology in defining, developing, documenting and implementing department policies, standards, budget, goals and objectives.
- Advises and coordinates the activities, operations and management of department personnel and vendors.
- Provides training, supervision and evaluations of technology department personnel.
- Assists in reviewing, developing and adopting computer and network system design concepts and the implementation of the operating systems, software and hardware.
- Maintains the integrity of all database systems, including but not limited to student curriculum, student information, website, child nutrition, and financial systems.
- Performs complex system software support, configuration and integration to provide departments with a dependable and functional computer system to meet user needs and requirements; lead Information Technology staff (both vendors and in-house personnel) in the diagnosis and correction of software and hardware issues related with applications and systems.
- Visits school sites to troubleshoot problems and provide technical support.
- Evaluates, maintains, and improves district operating systems to achieve maximum performance; modifies and upgrades systems and applications software; troubleshoots and resolves system malfunctions; fine tunes operating systems for improved and maximum performance; monitors disk space and backups; assists with system data integrity and recovery.
- Reviews, evaluates and communicates hardware, software, operating systems, procedures and techniques.
- Assists in the development of bid specifications and assists with hardware and software purchases. Reviews and evaluates vendor proposals, quotes and invoices for accuracy of products and services provided.

- Communicates with vendors, users, and department staff to discuss systems capabilities, requirements, enhancements, and malfunctions.
- Analyzes and writes new computer applications; designs, configures, implements, and installs computer systems and software applications for microcomputers, Local Area Networks (LANs) and Wide Area Networks (WANs); assures various software applications interact properly.
- Develops data to test programs and for use in debugging; assures programs are properly operating before putting into production; provides input and recommendations for system and procedural improvements.
- Trains district users and other Information Technology staff in the use of system applications.
- Installs new products on the system; learns and masters application products needed to be supported; configures software on new systems.
- Provides technical input and recommendations for the planning of new system networks; assists with the evaluation of new hardware and software products.
- Monitors and maintains system security.
- Provides direct services in support of repair, installation and maintenance of all network components including, but not limited to computers, telephone equipment, LANS, and WANS.
- Provides technical and user support; assists staff in the use of new and existing systems; trains staff in the use of operating systems and new products; provide support for users of the operating system; provides user training on system operation and use.
- Responds to user requests for assistance and malfunction correction and provides technical support; provides technical information and assistance by phone, email, or by driving to district sites.
- Troubleshoots hardware issues and malfunctions related to microcomputers, data communications, and software applications for users of Information Technology systems; repairs hardware and software as needed; sets up and configures new systems; reconfigures hardware as needed to resolve operating malfunctions.
- Prepares and maintains documentation, records and logs related to system operations and assigned duties.
- Operates various pieces of computer hardware, keyboards, data traps, and hand and cabling tools.
- Maintains inventory of information systems and network devices.
- Performs other related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Principles of complex computer and network design and operations.
- Advanced networking of hardware, software and infrastructure
- Data communication and network protocols, configurations, and linkages.
- Servers and server operating systems, network operating systems, data communications, protocols and telecommunications.
- Design, installation, operation and maintenance of networks, computers, systems and peripheral equipment.
- Trends in computer technology and development.
- Computer hardware and software specifications, capabilities and applicability.
- Interfacing of equipment.

- Principles of complex relational data base management systems, spreadsheets, word processing, desktop publishing and other software programs.
- Windows, Apple OS and applications.
- Microsoft Office - Structured Query Language (SQL)
- VOIP based telephone systems and supporting hardware/software.
- Software applications, licensing requirements and restrictions.
- Configuration documentation techniques.
- Advanced DOS commands and computer operating system and standard applications programs employed on a variety of computers, laptops and iPads.
- Principles of budget preparation and administration.
- Principles and practices of personnel supervision and training and deployment.
- Applicable laws, codes, regulations, policies and procedures.

ABILITY TO:

- Plan, organize, direct and maintain the coordination, acquisition and use of computer and network systems and applications.
- Perform complex system hardware, software and network design to meet current user needs as well a long-term strategic plans.
- Develop and maintain accurate records and documentation of network design, procedures and protocols.
- Evaluate, maintain and improve computer and network operating systems.
- Provide technical input and recommendations for new system and network planning.
- Analyze, diagnose and respond to complex software/hardware problems, malfunctions and provide technical support in person, over the phone and/or via computer.
- Read, interpret, apply and explain technical issues and procedures in a clear and understandable manner.
- Maintain current knowledge of technological advances in the field.
- Analyze situations accurately and adopt an effective course of action.
- Operate computers and peripheral equipment properly and efficiently.
- Perform cost benefit analysis of current and proposed computer systems, applications and services.
- Communicate effectively both orally and in writing; conduct meetings and make presentations; prepare comprehensive narrative and statistical reports.
- Establish and maintain cooperative and effective working relationships with others.
- Work independently with little direction.
- Plan, train, assign, supervise, organize, review and evaluate work of department personnel.
- Make decisions based upon district policies, regulations, and established procedures.

EDUCATION AND EXPERIENCE:

A bachelor degree in Computer Science or related field which would include course work in operating systems, networking and computer architecture and five years information technology experience involving telecommunications, networking and security monitoring with at least two years of experience in an operating system environment. Training and maintenance of certifications related to the position are required.

WORKING CONDITIONS:**ENVIRONMENT:**

- Is subject to indoor environmental conditions; subject to driving to school district sites to conduct work; may be required to use personal vehicle in the course of employment.
- Temperature – normal climate.
- Daily contact with District and school site staff and frequent contact with vendors.
- Occasional contact with parents, community members and outside agency personnel.
- Work in confined quarters to work on equipment/software.
- Moderate to high stress level.

PHYSICAL ABILITIES:

- Hearing and speaking to exchange information in person or on the telephone.
- Seeing to read a variety of materials.
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting for extended periods of time.
- Bending at the waist, kneeling or crouching.

Essential functions may require maintaining physical condition necessary for sitting, walking or standing for prolonged periods of time; vision (which may be corrected) to read small print, dexterity of hands and fingers to operate a telephone, computer, keyboard, and hand tools; facility to hear and understand speech at normal room levels and on the telephone; physical agility to lift up to 50 pounds to work with computer and network equipment; kneeling and bending at the waist to work on equipment, pulling and pushing equipment, sitting for extended periods of time, and walking.

HAZARDS:

Contact with dissatisfied or abusive individuals.

BOARD APPROVED:

March 15, 2016