

# Oak Grove School District

**JOB TITLE:** Manager of Information Systems

**SALARY RANGE:** G(10)

## **DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES**

To manage, plan, train, configure, monitor, test, and debug hardware, software, Local Area Networks, Wide Area Networks, telecommunications, IP telephone system, data communications and messaging systems that are required to support district wide operations and performs all related duties as required. Employees in this classification receive general supervision from the Assistant Superintendent within a framework of well-defined policies and procedures. This job class functions as a member of the District Management Team.

## **TYPICAL DUTIES**

- Plans, coordinates and implements procedures to support District network and computer systems operations
- Installs, monitors and maintains network cabling, switches, routers, firewalls, storage devices and storage area networks (SANs), network attached storage (NAS), desktop and laptop computers, servers, and associated software
- Test and maintain client and server LAN configurations
- Performs network administration functions including, but not limited to creating deletion, maintenance, and assignments of rights to users, groups, and share files
- Performs diagnostic tests, gathers, organizes, and analyzes data to troubleshoot network problems
- Performs routine preventative maintenance programs for network, equipment, and critical software updates
- Maintains accurate records, logs, and files on all network and computer equipment
- Coordinates needs of District work units with District's automated information systems capabilities
- Promotes and assures appropriate exchange of information between various District divisions/departments and the County Office of Education
- Acts as a liaison with hardware/software manufacturers and other related vendors to keep abreast of the latest developments in hardware and applications
- Participates with the Assistant Superintendent in planning, prioritizing and implementing new system development
- Services as resource to District Staff relative to information systems questions, problems and procedures
- Oversees and monitors schedules, controls data input functions and job stream and logging functions
- Oversees system backup and security systems
- Participates in the selection or development of programs to create required computer output and prepares required reports as necessary
- Oversees user support to District personnel in all areas of data processing utilization
- Provides training to District personnel on District-wide applications
- Supervises, directs, and evaluates the work performed by the technical support staff
- Implements and administers departmental procedures, controls, and policies relative to information systems
- Oversees installation and support of District information systems infrastructure, including major District identified hardware and software. Provides support of personal computers, minicomputer(s), terminal interfaces with system(s) as the Santa Clara County Office of Education, and telephone systems, automated library systems, Microsoft Office, the District email system and other mission-critical applications
- Performs all State and Federal reporting requirements related to student information
- Performs other duties as required

**MINIMUM QUALIFICATIONS**

- Knowledge and experience with LAN/WAN technologies, including TCP/IP, Quality of Service (QoS), wireless LANs, Cisco IOS, and VoIP Network protocols
- Knowledge of Desktop and Server operating systems including Microsoft Windows, UNIX, and LINUX
- Knowledge of Microsoft Exchange
- Knowledge of information systems and their uses as pertains to record keeping
- Knowledge of proper office methods and procedures
- Knowledge of appropriate management and supervisory methods and techniques
- Knowledge of specified software applications
- Skill to interpret, apply and enforce California State school finance laws and regulations
- Skill to identify, evaluate and answer users questions relative to compute hardware and software application procedures
- Skills to coordinate, direct, supervise, and evaluate the work of others
- Skills to train personnel in a variety of technical information systems functions
- Skills to research and analyze a variety of software applications as they relate to District needs and priorities
- Skills to prepare documentation and user instructions related to information systems usage
- Skills to effectively communicate in both oral and written form
- Skills to analyze situations accurately define appropriate solutions and adopt an effective course of action
- Skills to establish and maintain effective working relationships with those contacted in the performance of required duties

**REQUIRED EXPERIENCE**

- Certified Network professional or equivalent experience
- CISCO Certification preferred
- B.A. or B.S. in Computer Science or Information Systems or 5 years equivalent work experience
- Possession of a valid California driver's license