

**POSITION TITLE:** Manager of Information Communication Technology Services – Operations/Support Services

**QUALIFICATIONS:** Bachelor's degree required. Bachelor's degree in Computer Science, Information Systems or related field preferred. A minimum of five years of progressively responsible experience as an analyst and/or database administrator is required. Certification (A+, Apple and Compaq) preferred. Must have consistent knowledge of changing technology to facilitate visionary planning for collective system. Must have at least four years of experience managing a technology Data Center environment. Be passionate about the quality and quantity of services being provided by the Data Center Operation team and always strive to improve the overall customer experience. Skill in analyzing and solving hardware and software problems related to compatibility networking and configuration issues. Must have strong leadership, organizational and administrative skills. Ability to excel in a customer service-driven environment. Knowledge of LAN and WAN environments. Must possess interpersonal skills in working with users, vendors and general public.

**PERFORMANCE EXPECTATIONS:** Work with Director of ICTS to plan and implement major projects related to server administration and technical support. Forming emergency response teams to correct wide scale problems: malicious attacks, worms, virus, spyware, etc. Prepares and receives requests for Request for Proposals (RFP). Knowledge of Power, Cooling and Facilities Engineering inside a Data Center. Manages all aspects of change to the computing infrastructure and problems that arise to maximize system availability and reliability while minimizing risks. Provides the development and maintenance of technological roadmaps for represented areas. Monitors the ongoing work of the network operations center. Monitors the help desk call tracking system, including call assignments, follow-up and the generation of reports for the department Manager. Provides technical support and assistance to schools and departments in the selection, installation, operation, and maintenance of computer hardware and software. Prepares reports as required. Coordinates with instructional and administrative personnel on networked software needs of schools and departments. Participates in the development and publication of technology standards. Assists the Executive Director in planning and development of the technology budget. Performs other related duties as assigned.

**GENERAL DEFINITION AND CONDITIONS OF WORK:** Coordinates and monitors the development and maintenance of all server networks and other support operations of the school division. Work requires frequent standing, sitting, light lifting up to 10 pounds, walking, vocal communication for expressing or exchanging ideas, hearing to perceive information at a normal spoken word level and visual acuity for preparing and analyzing written or computer data.

**REPORTS TO:** Executive Director Information Communication Technology Services

**PAY SCHEDULE:** Unified Pay Schedule, Pay Grade 130

**LENGTH OF CONTRACT:** 260 Days (12 months)

**FLSA:** Exempt