

BUENA PARK SCHOOL DISTRICT

INFORMATION TECHNOLOGY MANAGER

DEFINITION

Under general direction of the Chief Technology Officer or Superintendent designee, the Information Technology Manager has responsibility for managing, directing, supervising, coordinating, and evaluating the functions of the Technology and Media Services department for the District. This position provides leadership and direction for the planning, development, and implementation of computers, computing devices, mobile devices, applications, Cloud-based applications and resources, and network infrastructure which meet the operational and educational needs of the District, and enable the use of technology to maximum advantage. This position provides leadership and direction to the Management Team on computer, network, and cloud-based services, internal and external communications, including personnel, facilities, materials equipment, and operation of centralized services that support the general goals of the District. Performs related duties as required.

EXAMPLE OF DUTIES

- Installs and configures server and network hardware
- Configures server operating systems and standard server applications to current District standards
- Installs additional applications as needed
- Monitors and maintains health of district technology systems which includes updates to operating systems, security, applications, hardware, and firmware
- Troubleshoots server and application issues and performs repairs as needed
- Uses available tools to monitor and analyze current systems status
- Coordinates vendor installations, repairs, and maintenance of district technology systems
- Provides administration and support of server-based hardware and software including, but not limited to, communication, security, school site curriculum, access level support, permissions for end users and district enterprise applications
- Performs and troubleshoots issues with everyday tasks related to the administration and support of directory services objects including user/computer accounts, group maintenance, and policies
- Assists staff and faculty with technology problems in offices and classrooms
- Provides tier 2 and tier 3 support to school sites, students, parents, and district staff
- Follows standard Help Desk operating procedures, accurately logs all Help Desk contacts using the Help Desk system, and documents resolutions for future reference
- Prepares training, materials and conducts scheduled and ad hoc training to customers including internal staff
- Creates and maintains documentation including procedures, policies, and reference materials
- Maintains current knowledge of technological advances and industry trends by attending conferences, in-services, workshops and training by the District and outside sources
- Manages and supervises all technical staff
- Perform other duties as assigned

QUALIFICATIONS

Knowledge of:

- Concepts and techniques of project management
- Management concepts and techniques
- Concepts of managing and supporting Microsoft Active Directory, Office 365, Azure, and Google Workspace (Suite/Apps for Education)
- Standards of wiring including twisted-pair, coaxial and fiber-optic deployment

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- LAN/WAN technologies; including, TCP/IP, Quality of Service (QoS), wireless LANs, Cisco IOS, VLAN, and network and subnet routing

QUALIFICATIONS (continued)

- Concepts of managing and supporting WLAN and Wi-Fi for a large network
- Concepts of Voice Over IP (VoIP) Networks and related security principles
- Concepts of Firewall and Filtering security concepts and application specific to policies, access control, TCP/UDP controls and policies, intrusion and threat detection, network monitoring, SSL configuration and management and radius configuration and management
- Microsoft Messaging systems such as Microsoft Exchange, Office 365, and Google Workspace
- Using and managing mobile device management platforms (MDM): Airwatch, JAMF, Google, and/or Microsoft Intune
- Communications software such as VOIP, team chat, bells/clock over IP, terminal emulators, email, and web browser clients for multiple platforms
- Standard operating systems for various computer, server and switches platforms such as Apple iOS, MacOS, Microsoft Windows, Android, Chrome, Linux, Windows Server, and Cisco IOS
- Concepts of managing and supporting SQL servers
- Concepts of managing and supporting SAN Storage and backup systems
- Concepts of Virtual Servers (Hyper-V and VMWare)
- System and network level support and management of infrastructure backup and recovery, and patch management
- Standard diagnostic and general utilities for the Apple and Intel-based computers
- Configuration, implementation, installation, maintenance, troubleshooting, and/or repair of network communication equipment including wireless access points, computers, peripherals, A/V systems and mobile devices
- Proper methods, materials, tools and equipment used in the computer and networking infrastructure and cabling equipment repair
- Computer repair principles, practices and techniques
- Replacement parts availability and cost
- Appropriate safety precaution and procedures
- Managing and supporting IT or Maintenance work order systems

Ability to:

- Communicate clearly and effectively with technical and non-technical personnel
- Establish and maintain effective working relationships with a wide variety of users and maintains a high level of professionalism making the needs of users a top priority
- Meet schedules and timelines
- Organize and present information using standard productivity tools including word processors, spreadsheets, presentation, and diagram/graphics programs
- Understand and follow oral and written directions
- Operate network diagnostic equipment and utilities
- Perform light physical labor
- Perform network, computer and peripheral equipment diagnostics, maintenance and repair
- Utilize tools, test equipment and materials of the network and computer equipment repair
- Plan and lay out network and computer repair work including estimating labor, time, and material costs
- Work from plans, specifications, diagrams and technical manuals
- Operate district vehicles, observing legal and defensive driving practices

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- Maintain accurate records and technology inventory
- Install and configure networked and standalone software applications

QUALIFICATIONS: (continued)

- Configure computers, printers and peripheral equipment with proper network protocols
- Create and maintain devices operating system applications, user accounts and rights
- Work with network team and assist in server and network application
- Maintain tools and equipment used and assigned in clean working order, providing proper security
- Learn new and complex computer and network systems in order to keep pace with a rapidly expanding technology
- Understand and carry out oral and written directions, communicate effectively with district administrators, certificated and classified employees
- Provide overall management and technical guidance to field service and network staff
- Adhere to all applicable attendance rules and regulations, and to perform all essential functions of the job with or without reasonable accommodations

EXPERIENCE

- A minimum of two years of relevant experience with increasing responsibility managing and supporting an IT infrastructure
- A minimum of two years of experience managing staff
- A minimum of three years managing and supporting Active Directory network
- A minimum of two years of managing and/or supporting a Mobile Device Management (MDM) system

EDUCATION

Bachelor's degree or equivalent with emphasis in Computer Science, Information Systems or related area from an accredited college, university, or technical school.

DESIRABLE QUALIFICATIONS

- Master's degree or equivalent with emphasis in Computer Science, Information Systems or related area from an accredited college, university, or technical school.
- Current Cisco Networking Certification in routing and switching
- Current Microsoft Server, DBA, SQL, or Exchange certification
- One or more years of Cisco Unified Call Manager experience or current certification
- One or more years supporting Aeries Student Information System (SIS)
- School or school district experience

WORKING CONDITIONS

Environment:

Office and school environments, with frequent interruptions

Physical demands:

Visual ability to read handwritten or typed documents and the display screen of various office equipment and machines; ability to conduct verbal conversation in English; hear normal range verbal conversation (approximately 60 decibels); sit, stand, stoop, kneel, bend and walk; sit for sustained periods of time; climb stairs, steps, and step ladders; lift up to 20 pounds; carry up to 20 pounds; exhibit full range of motion for shoulder external rotation and internal rotation, shoulder abduction and adduction, elbow flexion and extension, shoulder extension and flexion, hip flexion and extension and knee flexion; operate office machines and

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equipment in a safe and effective manner; demonstrate manual dexterity necessary to operate calculator, typewriter and/or computer keyboard at the required speed and accuracy; and conduct frequent repetitive arm, hand and body motion.

LICENSE REQUIREMENT

Possession of a valid California Motor Vehicle Operator's License

CONDITION OF EMPLOYMENT

Insurability by the District's liability insurance carrier

DISASTER SERVICE WORKER

CA Government Code 3100 - It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.