SECTION   ADMINISTRATIVE SUPPORT STAFF

CATEGORY   CLASSIFIED NON-CERTIFIED PERSONNEL

TITLE   SYSTEMS MANAGER

QUALIFICATIONS

1. Strong interpersonal and communications skills.

2. Excellent analytical problem solving and project management skills.

3. At least four (4) years of detail-oriented experience in an educational technical support environment.

4. Working knowledge of Active Directory, DNS, DHCP, and LDAP.

5. Strong knowledge of Google Workspace for Education and its applications including GADS and GAPS.

6. Strong knowledge of Mobile Device Management system.

7. Comprehensive understanding of operating platforms, including Windows, Chrome, and Mac OSX.

REPORTING RESPONSIBILITY

Systems Manager reports to the Director of Technology.

JOB GOAL

Systems Manager working under the direction of the Director of Technology, is responsible for maintaining, configuration and assessment of district hardware and software to ensure continual, optimal performance.

TERMS OF EMPLOYMENT

Twelve-month contract. Benefits as per Board policy.

PERSONAL EVALUATION

The System Manager shall be evaluated in writing by the Director of Technology, at least once each year. The evaluation shall be based in part on the performance of the responsibilities indicated in this position description and Board policy.

PERFORMANCE RESPONSIBILITIES

1. Oversees the work of the Technology Specialist and building technicians.

2. Deploys and supports content filtering software, virus protection, Spamware, and e-mail filtering district-wide.

3. Performs the duties involved with the installation and administration of a Windows domain including maintaining security and permissions.

4. Monitors and regulates the use of network data files to safeguard information.

5. Manages the setup and security permissions of users' accounts including but not limited to general data permissions, access to specific portions of the district website and email, as well as various intranets.

6. Provides technical infrastructure administration, maintenance, and troubleshooting.

7. Troubleshoots and maintains desktop environments including resolving end user issues, maintaining necessary windows updates, and performing preventative maintenance.

8. Modifies computer security or other data files to incorporate new software, correct errors, or changes individual access status.

9. Contributes to the development of long range IT projects and infrastructure design.

10. Contributes to the development of security protocols and policies.

11. Contributes to the development of technical requirements for hardware or software purchases.

12. Contributes to the installation and administration of infrastructure hardware as directed by the Director of Technology.

13. Trains district technicians as well as other designated staff members as needed or as directed by the Director of Technology.

14. Maintains all aspects of Google apps management infrastructure and implements best-practices for usage and security.
15. Conduct cybersecurity audit and creates and maintains incident response plan for district IT Systems

16. Monitors utilization, settings and implements changes to district management systems.

17. Oversees and maintains an accurate inventory of all district devices.

18. Manages and configures the Mobile Device Management system.

19. Updates, deploys and triages applications for teachers and students.

20. Manages single sign-on integrations through Google Admin.

21. Assumes other duties and responsibilities incidental to the office or as assigned by the Director of Technology.

OTHER DUTIES

1. Maintains confidentiality in all areas of assignment.

2. Assumes other duties and responsibilities incidental to the position or as assigned by the Superintendent, Assistant Superintendent for Personnel, or designee.

3. Adheres to all district policies and regulations, including but not limited to:
   a. Support Staff Member/School District Reporting Responsibilities – 4159
   b. Physical Examination – 4160
   c. Substance Abuse – 4218
   d. Electronic Communications between Support Staff Members and Students – 4283
   e. Sexual Harassment – 4352
   f. Harassment, Intimidation, and Bullying - 5512

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Adopted: 22 May 2018
Revised: 05 April 2022