

Birmingham Community Charter High School IT Systems Manager

Title: IT Systems Manager
FLSA Status: Exempt
Reports to: Chief Business Officer
Supervises: Three Technicians in the IT Department

DEFINITION:

Under the general direction of the Chief Business Officer, the IT Systems Manager ensures that technological resources are delivered effectively and efficiently to support the operational and instructional goals of the organization; directs and supervises a team of technicians in providing customer service and user assistance in response to help tickets and in ensuring reliability of the organization's overall information technology hardware and software; provides leadership in the planning and integration of technology throughout the site and across multiple departments and platforms; oversees the planning, designing, installing, supervising and maintaining of the organization's networked technology systems (WAN, LAN, Internet, Intranet, wireless access, voice communication, multi-media equipment, student computers, network security, backup systems), as well as general hardware and software through all facilities; plans and oversees the installation of network cabling, analyzing of local area and wide area network traffic.

ESSENTIAL FUNCTIONS:

- Supervise and direct a team of technicians responding to help desk tickets to provide assistance to users.
- Establish and ensure adherence to maintenance systems and service protocols implemented to safeguard and maintain reliability and functionality of hardware and operating systems.
- Ensure all servers updated as needed and network systems maintenance protocols are followed.
- Develop and maintain data base servers (e.g. to support the student information system/Aeries)
- Participate in the development and implementation of the strategic technology plan
- Direct and oversee the administration of educational technology and information services; supervises assigned personnel responsible for planning, acquiring and implementing hardware and software to support instructional technology, data processing, telecommunication, and office automation; assures efficient organization-wide technology operation throughout the site and in all departments.
- Direct the development and maintenance of all data and communication systems, including feasibility studies, systems analysis and design, computer programming, conversion of data, and information storage and retrieval.
- Meet and consult with directors and school administrators on the development, maintenance and effectiveness of data processing applications; develop and maintain effective communications and working relationships with IT staff, other managers and BCCHS employees whose duties require their use of the supported systems
- Coordinate the preparation of District information and communications systems with the Principal/CEO, the CBO, and other managers as required to meet instructional and operational goals
- Prepare and administer the Information Technology budget
- Evaluate the performance of technicians assigned to the department; set goals and objectives and assign work.

- Coordinate with Human Resources before initiating discipline on any subordinate; hires technicians in accordance with Human Resources recruitment and selection procedures.
- Direct the evaluation, acquisition, installation, maintenance, and repair of information and communications technology equipment and software
- Assure validity of District information through the development and implementation of security, firewalls, and back-up/recovery procedures.
- Identify needs and direct staff in developing technology solutions for instructional programs.
- Coordinate training to increase use of computer technology resources
- Manage and coordinate relationships with technology vendors to ensure priority is given to BCCHS goals, objectives, and interests in ongoing use of technology in support of student learning and business operations
- Performs other duties as required

KNOWLEDGE OF:

- LAN and WAN network software and hardware configurations and enhancements
- Advanced math
- Data communications theory, protocols, and hardware
- Servers and server operating systems
- Email systems; basic familiarity with Unix and firewall hardware and software
- Personal computer hardware and software
- Internet and intranet development standards
- Specific programming languages determined by current applications
- Microsoft SQL, Server 2008/2012, MS Office, MS Windows, Apple Mac OS, Google Administration, Chromebooks, Cisco IOS, HP IOs, website administration
- Data processing systems and procedures and data communications and network protocols
- Appropriate diagnostic tools and programs documentation
- Oral and written communication skills
- Principles and practices of personnel supervision and training
- Principles of budget preparation and administration for a technology support program

ABILITY TO:

- Direct and supervise a team of technicians in the maintenance and troubleshooting of the organization's information technology devices and systems.
- Work with little supervision to accomplish assigned responsibilities
- Provide and direct others in providing a high level of customer service and satisfaction
- Express complex ideas clearly and accurately both orally and in writing
- Monitor technology trends and innovations and make recommendations to upgrade technology capabilities of the organization
- Assign duties and supervise and evaluate the work of technical staff
- Evaluate computing requirements and user needs and advise on appropriate hardware and software configurations
- Develop organization policies and procedures for use of computing resources
- Provide leadership in the support of instructional technology plans
- Adapt to frequent changes in priority of tasks and responses
- Work with a diversity of individuals and/or groups
- Utilize a wide variety of types of job-related equipment.

- Work independently and with others to solve problems, analyze issues, use sound judgment and create action plans

EDUCATION:

Bachelor’s degree in computer science, network design and administration, project management or business administration and industry certificates from leading technology companies such as Microsoft or Cisco.

EXPERIENCE:

Four years of full-time increasingly responsible experience working directly with information and communication network systems including MS SQL, Server 2008/2012, Apple Mac OS, Google Administration, Chromebooks, Cisco IOS, HP IOS; at least two of these years of the experience must have included responsibility to lead, supervise, direct, manage, and evaluate the work of subordinate employees performing computer and network support and repair services for internal and/or external customers.

PHYSICAL DEMANDS:

- Dexterity of hands and fingers to operate a computer keyboard.
- Hearing and speaking to exchange information.
- Seeing to read a variety of materials and view a computer monitor
- Sitting for extended periods of time
- Lifting, carrying, pushing or pulling moderately heavy objects
- Bending at the waist, kneeling or crouching

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

Right to Revise:

This job description is not meant to be all-inclusive and the Charter School reserves the right to revise this job description as necessary without advance notice.

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed, as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer without notice.

Employee: I have received a copy of the above Job Description and agree to direct any questions to my supervisor.

Employee Signature

Date