ST. MARY'S COUNTY PUBLIC SCHOOLS
SUPERVISORS AND ADMINISTRATORS POSITION

SUPERVISOR OF INFORMATION TECHNOLOGY

POSITION: Supervisor of Information Technology

REPORTS TO: Director of Information Technology

LOCATION: Department of Information Technology

NATURE OF WORK:
Under the direction of the Director of Information Technology, this position provides leadership support to the Department of Information Technology (IT) in our efforts to create and maintain a consistent, reliable, and relevant technology infrastructure in St. Mary's County Public Schools (SMCPS). This position leads, plans, coordinates, and schedules the efforts of department resources by monitoring, assessing, and improving ITS infrastructure and capabilities on an ongoing basis. Other responsibilities include supervising the Network, Programmers, and Data Center Teams, leadership for both legal and security investigations, recommending staff for hire, providing resolution of personnel concerns, implementing employee assistance plans, evaluating employee performance, providing a high level of customer service to all students and staff, and identifying training need to promote professional growth.

ESSENTIAL FUNCTIONS:
- Monitors the functioning of all aspects of the technology infrastructure to ensure optimal performance and maximum availability of resources;
- Works as the administrator of one or more of the core systems of the Network (Server Administration, Database/Programming administration, Router/Switch, Wireless Management, and/or Voice over Internet Protocol);
- Develops and maintains an inventory of items to facilitate the intelligent replacement of aging equipment;
- Reviews new technology solutions and makes recommendations for future purchases;
- Assists with the procurement process for SMCPS;
- Works with association representative to mediate employee concerns;
- Coordinates the identification and planning process for employee training programs;
- Completes periodic employee evaluations of assigned personnel;
- Assists with Information Technology Service position interviews;
- Coordinates support for employee needs with the Department of Human Resources;
- Consults with school administrators on Information Technology Service-related issues;
- Provides leadership to effect changes in staff behavior and performance that is consistent with program goals and vision statements;
- Provides corrective disciplinary actions as required to improve staff performance;
- Interfaces with vendors that provide software and hardware products for the school system;
- Oversees the development, maintenance, and publication of documentation of resources;
- Regularly reviews work requests for progress and completion and follows up with work request submitters to improve customer service;
- Creates and maintains regular reports showing resource utilization and work request statistics;

- Establishes priorities and regular maintenance schedules for SMCPS technology equipment; and
- Performs other duties as assigned.

DUTIES AND RESPONSIBILITIES:
- Assists in the budgeting, management, and implementation of the voice, video, computer, security, and data systems for all schools and offices, including the selection, acquisition, implementation, maintenance, and repair of hardware and software for instructional, financial, and student support systems;
- Assures the effective operations of Information Technology for schools and buildings throughout SMCPS;
- Maintains effective, proactive communications with Information Technology staff, the Director of Information Technology, and school administrators;
- Reviews Department's Help Desk system to ensure requests are being met in a timely fashion;
- Serves as the liaison with school administrators to support and resolve ITS needs;
- Coordinates resolution of support requests with Information Technology Project Coordinators to meet the needs of the school system;
- Creates and publishes updated reports for staff use;
- Provides documentation on the function of ITS systems in the school system;
- Identifies potential areas of concern in the ITS resources and minimizes the impact of problems;
- Provides feedback on department services to the Director of Information Technology;
- Recognizes personnel for commendable performance;
- Reviews, evaluates, and disseminates employee evaluations of assigned personnel;
- Approves and tracks leave and overtime requests;
- Completes necessary personnel forms;
- Prepares and administers assigned employee plans of assistance;
- Prepares recommendations and documentation for personnel disciplinary actions;
- Leads small and large group meetings and trainings;
- Meets with school site administers, coordinating proactive service and support;
- Coordinates completion of injury and worker's compensation forms;
- Assures the proper flow of process and documentation for staff hiring and discipline
- Assists with specifications for new IT equipment; and
- Provides for emergency response during weather or disaster-related events; and Other Duties as assigned.

QUALIFICATIONS:
- Bachelor's Degree in Computer Science or related field (or equivalent) preferred;
- Three years of increasingly responsible experience maintaining enterprise information technology systems or equivalent experience required;
- Possess or can obtain within one year of employment at least one of the following industry certifications:
  - Global Information Assurance Certification (GIAC);
  - Certified Information Systems Security Professional (CISSP),
  - Microsoft Solutions Certified Engineer (MSCE),
  - CompTIA Advanced Security Practitioner (CASP), CompTIA Network+, CompTIA Security+;
- Knowledge of servers, routers, switches, and other networking equipment;
- Proficiency with, oral, written, and electronic communications is required, including a demonstrated ability to speak before large and/or diverse groups;

- Possession of a State of Maryland driver's license required; and
- Excellent human relations and communication skills.

TERMS OF EMPLOYMENT:
Full-time twelve-month position.

SALARY GRADE RANGE: The salary for this EXEMPT position will be based on SMASA salary schedule for eleven and twelve-month employees – Range C.

BARGAINING UNIT ELIGIBILITY: SMASA

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