

## REDLANDS UNIFIED SCHOOL DISTRICT

### JOB DESCRIPTION

TITLE Technology Services Manager

#### QUALIFICATIONS

- EDUCATION:** Bachelor's degree from an accredited university or the equivalent experience in Computer Science, Information Technology, Business or a related field is required. Supplementary training and courses in management, technology services administration or related work is desired. Relevant IT certifications from Cisco Systems, Microsoft, Google, and Dell is preferred.
- SKILLS:** Specific skill-based competencies required to satisfactorily perform the functions of the job including utilizing pertinent network, application, operating system monitoring and troubleshooting software; adhering to safety practices; planning and managing projects; supervising staff; and preparing and maintaining accurate records.
- EXPERIENCE:** Five years of increasingly responsible experience in information technology with some lead or supervisory capacity is preferred.
- KNOWLEDGE OF:** District organization, operations, policies and objectives; applicable sections of State Education Code and other applicable laws, rules and regulations related to student data and confidentiality of sensitive information; specific knowledge-based competencies required to satisfactorily perform the functions of the job including current, legacy and emerging operating systems; environments and network technologies; modern office practices, procedures and equipment; operation of a computer and assigned database and software systems; record-keeping techniques; correct English usage, grammar, spelling, punctuation and vocabulary; oral and written communication skills; interpersonal skills using tact, patience and courtesy; telephone techniques and etiquette.
- ABILITY TO:** Perform a variety of technical duties concerning the management of the department's personnel; interpret and understand technology components of educational curriculum; interpret, explain, and apply extensive knowledge of District policies, regulations, policies, procedures and exercise independent judgment; analyze situations accurately and adopt an effective course of action; maintain records and prepare reports; complete work with many interruptions; understand and work within scope of authority; work independently with little direction; meet schedules and timelines; problem solve to identify issues and create action plans; problem solve with data; and problem solve with equipment.
- PERSONAL QUALIFICATIONS:** Character, personality, and proper social capability to relate effectively with racially and ethnically diverse staff, students, and community; demonstrated ability to work with a wide variety of community groups and organizations.

#### BRIEF DESCRIPTION OF POSITION

The job of the Technology Services Manager was established for the purpose of supporting the educational process with specific responsibility for managing Technology Services staff under the direction of the Director. Provide information to internal customers; schedule work assignments within established timeframes and standards; plan, implement, manage, support and coordinate the daily operations of the Technology Services Department; manage the department programs and services and evaluate assigned personnel; perform technical

and specialized functions in supporting activities according to established District procedures; perform other duties as required.

### DUTIES AND RESPONSIBILITIES

As assessed by the Director, the outcome of the Technology Services Manager's job performance will be as follows:

1. Serve as the Manager of the Technology Services department.
2. Provide feedback and recommendation to the Director on issues including staffing, technology planning and support procedures.
3. Train and manage the work of Technology Services personnel in assigned areas, make modifications to assignments and set priorities, and ensure that staff follows standards and best practices.
4. Inspect the work of assigned personnel for the purpose of ensuring safe practices on the job, communication, coordination, quality, quantity and completion of the work as scheduled.
5. Evaluate classified staff as assigned.
6. Prepare supporting documentation for and recommend employee recognition and discipline.
7. Work with site principals and administrators to ensure that school sites and District office receive reliable technical support and that technology resources are in working order.
8. Prepare and support the integration of educational technology programs into the District.
9. Participate in meetings, workshops and seminars for the purpose of conveying and/or gathering information required to perform functions.
10. Apply departmental standards of performance to each position supervised, advise subordinates of performance standards, observe and document performance and prepare periodic and special evaluations of performance for supervisory review and approval.
11. Assist in planning and conducting in-service training and safety education for assigned personnel for the purpose of ensuring quality and completion of work as scheduled.
12. Recommend modifications of work procedures and schedules to meet special needs and conditions.
13. Research a variety of topics for the purpose of developing new programs/services, ensuring compliance with relevant requirements, securing general information for planning, taking appropriate actions, and/or responding to requests.
14. Give oral and written directives.
15. Analyze and track the work order management systems and take appropriate action to reconcile potential discrepancies.
16. Serve on assigned committees and advisory groups.
17. Provide timely and effective communications regarding incidents and/or situations which might impact the District, its divisions or its schools to appropriate District office/school personnel.
18. Make active and consistent efforts to maintain and improve the overall internal and external image of the District, its divisions, and its schools.
19. Perform other related duties as assigned.