

Solutions Engineering Manager

Purpose Statement

The Solutions Engineering Manager position develops, implements, and supports the integration of all technical infrastructure in the district. In addition, the Solutions Engineering Manager works with department teams and directs the coordination of department resources and other needs within established service level objectives to ensure that technology tools support the core mission of the district. This position is part of the technology department leadership team and supervises the following teams: Help Desk, Modern Management, Network/Telecommunications, Security, Systems Engineering.

Essential Functions

- Aligns work of team members to district priorities.
- Collaborates with department teams and other district departments to ensure coordination of resources to accomplish the needs and support of the district.
- Works with department teams and leadership to help plan, organize and align work priorities to meet and exceed service level objectives.
- Ensures that core network services are operational.
- Communicates proactively and clearly with various teams within the department and the district to ensure follow-through.
- Manages tasks, timelines, and deadlines with assurance to customers.
- Makes recommendations to district leadership regarding technology decisions and investments.
- Maintains strict confidentiality of accessible district information resources.
- Follows direction of district leadership.

Manager Focused Functions

- Collaborates with department leadership to envision the direction of the department and lead meetings with vision centered structure.
- Fosters a collaborative culture, empowering others to succeed.
- Understands the user experience and advocates for improvement working with department teams, other departments, schools, and district leadership in identifying solutions.
- Holds department teams accountable for work being done and manages tasks, timelines, and deadlines with assurance to customers.
- Establishes systems and structures that serve the staff and students of the district.
- Understands, plans, and ensures that technology within the department is well integrated.
- Attends department team meetings to collaborate, learn and integrate each team's work into the department.
- Attends and leads meetings with other departments to understand needs and coordinates work needed with department teams.
- Orchestrates and maintains the technology disaster recovery plan.
- Understands and leads the various teams to uphold technology services including uptime, maintenance, upgrades, critical and security patching, etc.
- Plans long term, strategic projects.
- Ensures the availability, integrity, and confidentiality of all technology systems with a central focus around security.
- Leads various internal department teams around governance projects.
- Analyzes the critical nature of various requests and responds by adjusting resources and personnel as needed.
- Evaluates team members.

Other Functions

- Leads teams to accomplish tasks, projects, and goals of department and district.
- Works with department leadership to periodically revise technology standards to best meet the needs of the district's students and staff.
- Evaluates and responds to special requests for technology and/or support as will arise from time to time.
- Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities.
- Attends meeting as assigned for the purpose of conveying and/or gathering information required to perform functions.

Job Requirements: Minimum Qualifications

Skills, Knowledge, and Abilities

SKILLS include leading others to ensure a clear understanding of the link between individual job assignments and the core mission and functions of the school district, setting and adjusting work priorities for a variety of technical support staff, reviewing, understanding, and communicating the importance of various data regarding technology information. In addition, perform multiple tasks with the potential need to upgrade skills to meet changing job conditions. Identify inefficiencies and/or gaps in policies and procedures, provide recommendations, and collaborate with various teams and departments to help create improvements and/or policies and procedures.

KNOWLEDGE of Windows Operating Systems and other computer related technologies; maintenance and software support to perform computer troubleshooting; routers, switches, hubs, Wireless Access Points (WAP) and other Local Area Network (LAN) devices; Local Area Networks (LAN), Wide Area Networks (WAN), Wireless Local Area Networks (WLAN) and other network related technologies; network protocols, including TCP/IP; Microsoft InTune and M365; Active Directory, Azure Active Directory, and other server related technologies; cloud topologies; device on- and off-boarding, troubleshooting and repair and industry best practices.

ABILITY to lead others is required, including focusing on continuously improving the customer experience, working with various departments, groups, and people to ensure excellent customer service, and resolving conflicting priorities. Ability to communicate effectively with people at all levels of experience and responsibility throughout the district is required. Assist staff with computer operations and software problems; learn and develop new operations, procedures, processes and use of new technologies; articulate technical information to non-technical audiences in person, via written and verbal communications; organize, set priorities and work effectively under pressure; exercise sound judgement, including appropriate handling of confidential matters; work in tight areas; learn continually and keep abreast of technological changes in the field; work independently with minimum supervision; maintain regular and punctual attendance.

Responsibility

Responsibilities include working under minimal supervision and in a team following standardized practices and/or methods; providing information and/or advising others; and utilizing resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

This position is responsible for overseeing professional/technical teams who maintain the district's data and voice networks, data center and server environments, help desk, modern device/user management, cybersecurity environment.

This position may require occasional work outside of normal working hours.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: generally performed in an indoor office/school environment with frequent interruptions and noise associated with computer equipment, staff and students, and some exposure to risk of injury and/or illness; sitting/standing for prolonged periods; daily walking and moving between work areas; exposure to visual display terminal for prolonged periods; arm, wrist, elbow and hand movements associated with prolonged keyboarding; hand and finger dexterity; tight work areas; regular stooping, heavy lifting, grasping, carrying, bending, twisting, pushing/pulling, reaching and climbing.

Experience

Five plus (5+) years of experience in providing hardware and software support.

Two plus (2+) years of leading teams, managing projects, and helping drive organization towards goals.

Education

Bachelor's degree in technology field required.

Other experience and/or education may be substituted for required experience and/or education.

Required Testing

No pre-employment Proficiency Test is required

Valid Driver's License and Evidence of Insurability

Clearances

Criminal Justice Fingerprint/Background Clearance

Certificates/Licenses

None required