Adams12 Five Star Schools

Job Description
Prepared/Revised: **April 2024**

Job Title:	**Technical Configuration Services Manager**	Job Code:	**090542**
Job Family:	**IT**	FLSA Status:	**Exempt**
Pay Program:	**Administrative**	Pay Range:	**L13**
Typical Work Year:	**12 months**		

SUMMARY: This position will be responsible for overseeing the SCCM (Microsoft System Center Configuration Manager), JAMF (Apple Device Management), and Microsoft Intune configuration management process, ensuring that all software and hardware components are properly documented, versioned, and controlled throughout their lifecycle. The ideal candidate will have a strong understanding of configuration management principles, excellent communication skills, and the ability to work collaboratively with cross-functional teams.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Strategic Leadership. Manage IT Fleet Systems Team to ensure that the evolving vision and needs of the district are strongly supported in the Field team's work through the development and rollout of appropriate technology architectures, project plans, systems standards, application lifecycle management, and deployment/upgrade strategy. Ensure that all customer-facing and other technology work under the scope of the Fleet Systems Team aligns with the District's strategic plan, conforms to district standards, and complies with policy and law. Represent the IT leadership's interests and approach to the work in the context of the Fleet Systems Team's scope of responsibilities, and interactions with all district stakeholders and customers.	D	50%
2. Technology Architecture Leadership. Develop and implement strategic roadmaps for the evolution of district-wide end-user technology as technology paradigms and District needs shift requiring the District to adapt to new computing frameworks, including but not limited to virtual workstations, mobile client computing, cloud-based platforms. Develop technology strategy in collaboration with Learning Services, and other departments to support newer end-users technologies in categories such as applications, platforms, infrastructure, system maintenance, and support services.	D	10%
3. Cybersecurity and Systems Operations Leadership. Ensure that District systems and services under the scope of the Fleet Systems Team's responsibility stay within cybersecurity standards and performance parameters established by the IT team and industry experts with respect to system uptime, security updates, system configuration, deployment preparation, and fleet management. Provide strategic guidance in collaboration with multiple stakeholders in order to identify, procure, and deploy technologies that lead to end-user privacy, appropriately filtered and monitored work and learning environment, and the enablement of accountability. Ensure that system downtime is reduced or eliminated through process improvement over time, and in conformance with historical norms, and department and district standards. Ensure that systems operations including implementation, maintenance, monitoring and replacement are all conducted in conformance with department standards, with an eye towards cybersecurity and system stability.	D	10%
4. Change Management Leadership. Responsible for successful change management of district-wide, customer-facing fleet systems technology rollouts. The goal is to ensure that business and education processes successfully adapt to changing needs and external events. Ensure reduction or elimination of challenges and failure in change management resulting from improper planning or execution.	D	10%
5. Customer Service Leadership. Ensure that customer satisfaction with technical support provided by the Fleet Systems Team, including contractors, and school-based technology coordinators remains at the highest level possible. Ensure that tickets are addressed in a timely manner and in alignment with standards for customer service approved and expected by IT leadership. Ensure that the team providing this customer service receives the right training, and has a culture characterized by knowledge retention/sharing, process improvement, and	W	10%

	performance measurement, as evidenced by customer satisfaction and other trouble ticket data.		
6.	**Leadership in Cross-Team and Cross-Department Collaboration**. Responsible for the successful collaboration of the Fleet Systems Team in its work with all other parts of IT (especially InfoSec Team, Field Team, Service Desk, Infrastructure Team, and ITLS Team). Ensure high quality, daily collaboration with Service Desk and other parts of IT, and ESC to ensure that customers get the highest quality, and most efficient support and service that IT can deliver. Ensure high quality, daily collaboration with the STPP Team to ensure that device fleets and other instructional technologies are in their best state possible for critical district processes, business events, and instructional needs.	W	5%
7.	Perform other duties as assigned.	Ongoing	5%
	TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- Bachelor's degree in computer science or equivalent major. Four (4) years of similar and relevant experience may be substituted for this requirement
- Minimum five (5) years of experience in the installation and maintenance of Enterprise Network and Server management

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Operating knowledge and experience with multi-tiered enterprise applications, server operating systems, and virtualization technologies
- Operating knowledge and experience with Microsoft Enterprise Server management and troubleshooting
- Operating knowledge and experience with cloud systems and services
- Operating knowledge with system policy management, user access, security, and logging systems
- Experience working in large and complex environments supporting hundreds of servers, applications, and thousands of users
- Advanced critical thinking and problem-solving skills
- Ability to engage in design, change management, and configuration in a way that provides enterprise-class resilience, availability, and cybersecurity best practices
- Ability to maintain confidentiality in all aspects of the job
- Advanced ability to manage multiple tasks with frequent interruptions
- Ability to promote and follow Board of Education policies, District policies, building and department procedures
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cyber- security with respect to student and staff data, and related information systems
- Ability to engage in effective communication, collaboration, and teamwork with individuals from diverse backgrounds, cultures, and perspectives, while demonstrating respect and appreciation for their differences.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Advanced knowledge of server operating systems and software, and PC operating systems and software, and virtual desktop operating systems and software
- Advanced knowledge of VMWare vSphere and virtualization technologies
- Advanced knowledge of networking and communications infrastructure
- Advanced knowledge of cybersecurity configuration best practices
- Familiarity with general office equipment

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Director, IT Customer Service	'090538

	POSITION TITLE	# of EMPLOYEES	JOB CODE

Direct reports:	System Administrator, Senior	1	090517
	System Administrator, Journey	1	090516
	System Administrator, Entry	2	090515

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- none

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below 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.*

PHYSICAL ACTIVITIES:	**Amount of Time**			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Stand		X		
Walk		X		
Sit				X
Use hands and fingers to handle and/or feel				X
Reach with hands and arms		X		
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk			X	
Hear			X	
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	**Amount of Time**			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Up to 10 pounds			X	
11 to 25 pounds			X	
26 to 50 pounds	X			
51 to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	**Amount of Time**			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Compare				X
Analyze				X
Communicate				X
Copy		X		
Coordinate		X		
Instruct		X		
Compute				X
Synthesize		X		
Evaluate			X	
Interpersonal Skills			X	
Compile				X
Negotiate	X			

WORK ENVIRONMENT:	**Amount of Time**			
	None	**Under 1/3**	**1/3 to 2/3**	**Over 2/3**
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		

Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	**Required**
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X
NOISE LEVEL:	**Exposure Level**
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	