



LOMPOC UNIFIED SCHOOL DISTRICT

MANAGER, INFORMATION TECHNOLOGY

JOB SUMMARY:

Under the direction of the Director, Information Technology or other assigned administrator, the Manager, Information Technology, is responsible for managing and overseeing the efficient delivery of information system services and technology resources to all sites and users district-wide. This position is responsible for managing daily operations of assigned staff including supervision and evaluation; facilitating effective communication between staff and sites; coordinating new and existing information technology department projects; developing project plans and effectively managing resources to ensure that technology solutions are aligned to District goals.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Plan, direct, coordinate and review the work plan for assigned staff; assign work activities, projects and programs; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems.
- Manage daily operations and activities of assigned staff and coordinate work schedules and project goals.
- Train, supervise and evaluate the performance of assigned personnel; participate in the interview and selection of assigned employees and recommend transfers, reassignment, termination, and disciplinary actions.
- Coordinate and review work assignments to assure compliance with established standards, requirements and protocols, requirements and procedures.
- Support and manage ongoing district-wide needs assessment and development of technology implementation plan to ensure delivery of efficient and effective day-to-day and ongoing information system and technology services districtwide.
- Direct, oversee and implement the district plan for information systems and technology and develop standards for the purchase and repair of computers, peripherals, and audiovisual equipment.
- Manage, facilitate, and monitor information system implementation efforts to ensure that the Department keeps pace with day-to-day and future needs.
- Provide frequent group and one-on-one communication and work in a collaborative manner with department directors and other administrators and professionals district-wide to facilitate decision making and problem solving in the area of computers and technology services and assessment.
- Supervise and assist with the installation, operation, and maintenance of workstations, servers, switches, and other hardware/software supported by the IT Department.

- Provide and oversee support services to users of district databases/ network systems, including client-server and peer to peer Network, online microprocessors, personal computers, and computer terminals.
- Oversee the maintenance and operation of the information technology services work order system to ensure that the department is providing timely and accurate support districtwide.
- Manage department resources and provide timely and essential customer service, training programs and user support to ensure end users are proficient in using integrated technologies.
- Manage and oversee complex database systems, network management [LAN, WAN, Wi-Fi, and VoIP environment] and protocols, intranet and Internet access, computer workstations operations, and multiple hardware and software platforms.
- Assists and provides guidance with cybersecurity improvements in order to maintain security best practices.
- Conducts regular audits of integrated systems to ensure data integrity and performance optimization.

OTHER DUTIES:

- Performs other duties as assigned

REQUIRED QUALIFICATIONS:

Education and Experience: Any combination equivalent to: Bachelor's degree in information technology or related field and four years of increasingly responsible experience working in information technology services including one year in a supervisory capacity.

Licenses and other Requirements:

- Valid California Class C driver's license.

Knowledge of:

- Advanced design and operation of operating systems and related hardware and software.
- System analysis, design and management techniques.
- Principles and practices of administration, supervision, employee motivation and training.
- Use of instructional and multimedia software.
- Modern hardware and software concepts and terminology, including LANs, WANs, servers and operating systems.
- Complex data communication and networking protocols, configurations and linkages.
- Technical aspects of the systems design and programming field.
- Department and program objectives and goals.
- Software licensing requirements and restrictions.
- Legal mandates, policies and regulations pertaining to information and technology services.
- Oral and written communication skills.
- Computer software applications and languages utilized by the District.
- Interpersonal skills using tact, patience and courtesy.

Ability to:

- Plan, organize and direct activities and operations to assure the proper operation and maintenance of computers from PCs to servers.
- Assure the smooth, efficient and proper integration of hardware and software technologies.
- Implement, maintain and administer hardware and software infrastructure.
- Assign, prioritize and review work of subordinates.
- Supervise, train and evaluate the performance of assigned personnel.
- Evaluate the ongoing performance of the operating system and related hardware, software and data communications systems and recommend and implement changes to accomplish increased system productivity and efficiency.
- Diagnose complex software and hardware problems and malfunctions.
- Provide technical input and recommendations for new system configuration and features.
- Work independently.
- Establish and maintain effective organizational, public and community relationships.

WORKING CONDITIONS:

Work Environment:

- Driving a vehicle to conduct work.
- Constant interruptions.
- Indoor, office, outdoor and classroom environment.

Physical Demands: The physical demands described here 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.

- Hearing and speaking to exchange information in person or on the telephone.
- Seeing to view a computer monitor.
- Dexterity of hands and fingers to operate a computer keyboard and other technology equipment.
- Sitting and standing for extended periods of time.
- Bending at the waist, kneeling or crouching.
- Reaching overhead, above the shoulders and horizontally.
- Lifting, carrying, pushing and pulling heavy objects up to forty (40) pounds.
- Climbing ladders.

The information contained in this job description is for compliance with the Americans with Disabilities (ADA) and is not an exhaustive list of the duties performed.

FLSA Status: Exempt

Board Approval Date: 11/12/24

Personnel Commission First Reading: 11/21/24

Personnel Commission Approval Date: 12/18/24

Salary Range: Classified Management – Level IV