

**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:

- Ability to professionally relate to and collaborate with co-workers, students, and community members
- Ability to understand and maintain confidentiality
- Ability to use technology effectively to complete tasks
- Ability to report to work daily and on time
- Ability to organize, supervise, coordinate and establish priorities of tasks to be completed
- Ability to work independently in the absence of detailed instructions and to follow complex oral and/or written instructions
- Ability to communicate courteously and tactfully with staff, students, parents, and the community in a timely manner
- Ability to work under pressure
- Ability to oversee and provide direction to the designed department (personnel support for certificated and non-certificated employees)
- Ability to plan and implement short and long-range objectives which relate to the departmental and system-wide objectives
- Ability to lead, support the staff, and communicate professionally and effectively with internal and external stockholders
- Ability to exhibit a personality that demonstrates enthusiasm, and interpersonal skills to relate well with students, staff, administration, parents, colleagues, and the community
- Ability to demonstrate excellent leadership and organizational skills and the ability to motivate people and facilitate productive academic/organizational change
- Possess excellent time management skills and the ability to take initiative and make decisions within assigned responsibility in a challenging, fast-paced professional environment and be flexible in work responsibilities and hours

- Possess thorough knowledge of applicable Maryland laws, State Board of Education rules and regulations, Board of Education policies and regulations, regulations and procedures, and contractual obligations
- Possess knowledge of the programs, policies, and procedures of the St. Mary's County Public School

DUTIES AND RESPONSIBILITIES:

- Monitors the functioning of all aspects of the technology infrastructure to ensure optimal performance and maximum availability of resources for schools and buildings throughout SMCPs
- 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
- 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)
- Maintains effective, proactive communications with Information Technology staff, the Director of Information Technology, and school administrators
- Develops and maintains an inventory of items to facilitate the intelligent replacement of aging equipment
- Assists with the procurement process for SMCPs
- Interfaces with vendors that provide software and hardware products for the school system
- Reviews new technology solutions and makes recommendations for future purchases
- 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
- Meets with school site administrators, coordinating proactive service and support;
- 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
- Oversees the development, maintenance, and publication of documentation of resources
- 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
- Leads small and large group meetings and trainings
- Recognizes personnel for commendable performance
- Reviews, evaluates, and disseminates employee evaluations of assigned personnel
- Approves and tracks leave and overtime requests
- Coordinates support for employee needs with the Department of Human Resources
- Assures the proper flow of process and documentation for staff hiring and discipline
- Completes necessary personnel forms
- 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
- 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
- Prepares and administers assigned employee plans of assistance
- Prepares recommendations and documentation for personnel disciplinary actions
- Coordinates completion of injury and worker's compensation forms
- Provides for emergency response during weather or disaster-related events
- Performs other duties as assigned

QUALIFICATIONS:

- Bachelor's degree in computer science or related field preferred
- Three (3) 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+
- Must possess a valid driver's license with no more than four (4) Maryland current points. The applicant must not be convicted, pleaded guilty or nolo contendere, or received a probation before judgment or stet docket entry for any alcohol or controlled substances offense under federal or state law for a minimum of five (5) years prior to the use of a Board-owned vehicle. (Board Policy EEBA)

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 D.

BARGAINING UNIT ELIGIBILITY: SMASA

Updated 03.2025, 07.2025