



SUNNYVALE SCHOOL DISTRICT INFORMATION TECHNOLOGY SUPERVISOR

Work days/month: 261 Days/ 12 months
Salary: Classified Management Range II (<https://www.sesd.org/Page/719>)

Basic Functions:

Under the direction of the Assistant Superintendent of Human Resources and Information Systems, the Information Technology Supervisor oversees the District's technology operations, including procurement, deployment, and support of hardware and software, contributes to cybersecurity efforts, implements technology projects, ensures systems are functioning effectively, and supervises assigned technology staff.

Essential Duties & Responsibilities:

1. Supervise and coordinate the deployment, installation, configuration, maintenance, and repair of District computer equipment, software, and peripherals located at school sites and departments.
2. Oversee the maintenance of equipment and software related to the District's technology support systems.
3. Provide leadership and technical support to school sites and departments, including prioritizing, responding to, and resolving Help Desk support tickets.
4. Stay current on the District's student information software, network configuration, TCP/IP addressing, hardware, and other related technologies.
5. Oversee the maintenance of District networks and related equipment, ensuring the cleanliness of network equipment.
6. Manage the deployment of hardware and software technology as needed.
7. Maintain strong analytical and troubleshooting skills within the team to support the District standards of hardware, software, and network.
8. Prepare and maintain a variety of records and reports, including technical documentation, related to assigned activities.
9. Implement and support cyber security and data governance initiatives.
10. Plan, prioritize, assign, supervise and review the work of staff involved in technology systems.
11. Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
12. Participate in budget preparation and administration; prepare cost estimates for budget recommendations; monitor and control expenditures.
13. Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
14. Update inventory records as needed.
15. Maintain confidentiality and comply with governmental laws and regulations, as well as District policies and procedures.
16. Perform other duties as assigned by the supervisor.

Knowledge:

1. Comprehensive knowledge of computer hardware systems, instructional software applications, and languages utilized by the District.
2. Expertise in materials, methods, and tools used in the operation and repair of computer and network systems.
3. Advanced technical aspects in the field of specialty.
4. Understanding of Cybersecurity best practices.
5. Proficiency in basic inventory methods and practices, including record-keeping techniques.

6. Knowledge of proper methods of storing equipment, materials, and supplies.
7. Understanding of copyright laws related to computer technology.
8. Familiarity with local vendors and sources of supply.
9. Strong interpersonal and communication skills to foster positive relationships with staff and community.
10. Knowledge of basic instructional methods and spreadsheet software.
11. Extensive experience with enterprise-level technologies, Active Directory, and network authentication.

Abilities:

1. Perform skilled work in the repair, maintenance, and installation of a variety of computerized equipment and peripherals at District office and school sites.
2. Provide technical assistance and training to District staff.
3. Troubleshoot and repair basic system malfunctions and maintain system operation.
4. Diagnose computer-related problems, determining if the problem is hardware or software.
5. Research, analyze, and recommend new system software and hardware.
6. Read and understand operation manuals.
7. Maintain current knowledge of technological advances in the field.
8. Communicate professionally and clearly, both verbally and in writing.
9. Work cooperatively with diverse staff, students, and community.
10. Organize and prioritize work to meet schedules and timelines within established policies and guidelines.
11. Maintain records and prepare reports.
12. Follow verbal and written instructions with minimal supervision using good judgment.
13. Input data at an acceptable rate of speed.

Education and Experience:

1. Two (2) years of successful experience in a supervisory or lead role in supporting technology in a public school district setting.
2. An associate of arts degree or equivalent experience/training in computer repair, software certification, installation, maintenance, and repair of computer systems, peripherals, and related equipment.
3. CITE Technology Management Advancement Program (TMAP) desired.
4. Software, hardware, and networking certifications preferred.

Required Licenses & Certificates:

1. Valid California Driver's License
2. Fingerprint clearance from the Department of Justice.

Working Conditions:**1. Environment:**

1. Indoor work environment.
2. Driving a vehicle to conduct work.
3. Visit various school sites and departments as needed.
4. Constant interruptions.

2. Physical Requirements:

1. Visual acuity to read a variety of materials in both print and digital formats.

2. Auditory ability to exchange information..
3. Kneeling, bending at the waist, and reaching overhead, above the shoulders, and horizontally, to retrieve and store files and supplies.
4. Dexterity of hands and fingers to operate a computer keyboard and other office equipment.
5. Sitting, standing or walking for extended periods of time
6. Lifting, carrying, pushing or pulling moderately heavy objects, up to 50 pounds.

3. **Hazards**

1. Working at various heights.
2. Exposure to chemicals, solvents and fumes.

Terms of Employment:

- Salary and work year to be established by the Board of Education.

Evaluation:

- Performance of this job will be evaluated by the Assistant Superintendent of Human Resources and Information Systems in accordance with the Memorandum of Understanding between the Sunnyvale School District and the Sunnyvale Classified and Certificated Association for Management Personnel (SCCAMP).