MANAGER, INFORMATION TECHNOLOGY SERVICES

Reports to: Chief Technology Officer
Division: Administrative Services

Our ideal candidate
You are an experienced IT operations leader who ensures the reliable, secure, and efficient delivery of technology services across a complex organization. You bring a strong operational mindset combined with a commitment to continuous improvement, customer service, and system reliability. You design and maintain resilient, scalable infrastructure and service delivery models that support both administrative and educational needs.

You are proactive, detail-oriented, and solutions-driven, with the ability to balance day-to-day operational demands with long-term modernization efforts. With strong communication and collaboration skills, you work effectively with technical teams, leadership, and non-technical stakeholders to align IT services with organizational priorities. You foster a culture of accountability, responsiveness, and innovation, and you support and develop teams to consistently deliver high-quality technology services.

General description
Under administrative direction, plans, directs, and manages information technology services operations, ensuring the reliable, secure, and efficient delivery of technology services across county departments and supported school districts. This includes oversight of infrastructure, network operations, service desk, communications platforms, audio/visual (AV) technologies, and enterprise systems, including ERP systems supporting critical administrative and financial functions.

The Manager, Information Technology Services provides operational leadership in implementing modern IT best practices across cloud services, identity and access management (IAM), virtualization, hybrid infrastructure, unified communications (VoIP), and integrated AV systems. The role ensures high system availability, data integrity, and secure access while maintaining compliance with applicable local, state, and federal regulations.

The Manager, Information Technology Services collaborates closely with SBCEO departments and school districts to deliver responsive, customer-focused IT services and to support instructional and operational goals. This role contributes to the development of scalable, resilient, and cost-effective technology solutions aligned with SBCEO's mission and strategic priorities.

Specific duties and responsibilities
- Direct and oversee daily IT operations supporting SBCEO and district stakeholders, including infrastructure, network services, end-user support, communications systems, and audio/visual technologies.
- Ensure high availability, performance, and security of enterprise systems, including ERP platforms and integrated data environments.
- Oversee network infrastructure across county and district sites, including on-premise, cloud, and hybrid environments, ensuring resilient connectivity and secure access.

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- Lead IT service delivery functions, including help desk operations, ensuring timely incident resolution and high-quality customer service.
- Direct incident, problem, and change management processes aligned with Information Technology Infrastructure Library (ITIL) or similar service management frameworks.
- Oversee operational cybersecurity practices, including identity and access management (IAM), multi-factor authentication (MFA), endpoint protection, vulnerability management, and Zero Trust principles.
- Ensure compliance with applicable laws, regulations, and standards, including but not limited to California Education Code, FERPA, and California data privacy requirements.
- Develop, implement, and ensure adherence to IT operational policies, standards, and procedures aligned with organizational and regulatory requirements.
- Lead disaster recovery and business continuity planning, including cloud backup, replication, and high-availability architectures.
- Oversee lifecycle management, configuration, and deployment of infrastructure systems, including virtualized servers, cloud environments, network systems, end-user devices, VoIP platforms, and AV equipment.
- Oversee unified communications systems, including AV telephony, call routing, voicemail, and conferencing platforms.
- Oversee deployment, integration, and support of AV systems, including conference room technologies, classroom AV, and hybrid meeting solutions.
- Supervise, mentor, and develop IT staff, fostering a high-performing, service-oriented team culture.
- Establish and monitor operational metrics, service levels, and performance indicators to drive accountability and continuous improvement.
- Evaluate and implement emerging technologies, including cloud platforms, virtualization solutions, communications systems, and AV technologies.
- Support the development and management of the IT Services budget, including forecasting, resource allocation, and cost optimization.
- Collaborate with SBCEO divisions, departments, and school districts to align IT services with instructional, administrative, and operational priorities.
- Manage vendor relationships, contracts, and service providers to ensure quality service delivery and cost effectiveness.
- Establish documentation, reporting, and governance practices to support transparency, compliance, and informed decision-making.
- Coordinate participation in programs to support connectivity and funding initiatives.
- Perform related duties as assigned.

Requirements
A typical way to qualify for this classification would be:

Education: Possession of a bachelor's degree in information technology, computer science, or a related field.

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Experience: Six years of progressively responsible experience in IT operations, infrastructure, or systems support in a complex, multi-site, hybrid (cloud/on-premises) environment, including at least two years of supervisory or leadership experience.

Knowledge of:

- IT operations in the public sector or K–12 educational environments.
- IT service management frameworks (e.g., ITIL) and operational best practices.
- ERP systems supporting financial, HR, and administrative functions.
- Network infrastructure, cloud computing, virtualization, and hybrid IT environments.
- Identity and access management (IAM), directory services (e.g., Active Directory, Azure AD), and role-based access control (RBAC).
- VoIP and unified communications systems, including telephony infrastructure, call management, and conferencing platforms.
- Audio/visual systems, including classroom and conference room technologies, control systems, and media integration.
- Cybersecurity standards such as NIST, CIS Controls, and Zero Trust architecture principles.
- Endpoint management, device provisioning, and configuration management tools.

Skill in:

- Oral and written communication.
- Public speaking and presentation.

Ability to:

- Balance operational stability with modernization initiatives, including cloud adoption and security enhancements.
- Gather and analyze data, draw conclusions, and support decision-making.
- Analyze complex technical and organizational challenges and implement scalable, future-ready solutions.
- Learn and apply California education code, Family Educational Rights and Privacy Act, Children's Online Privacy Protection Act, federal regulations, and California data privacy requirements.
- Communicate effectively with technical staff, educators, administrators, and external partners.
- Establish and adjust priorities, projects, and service demands in a dynamic environment.
- Build consensus and foster collaboration among diverse stakeholder groups.
- Hire, develop, and lead high-performing technical teams.
- Prepare a wide variety of written documents and reports.
- Represent the department effectively with internal and external stakeholders.

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Licenses and certificates
Relevant certifications (e.g., ITIL, Microsoft, Cisco, VMware, CompTIA) are desirable.

Possession of a valid California driver's license and the use of a dependable vehicle may be required. These requirements may be waived if the incumbent is able to perform their duties efficiently using alternative means of transportation.

Working conditions
This classification is considered generally sedentary. Most work is performed while sitting at a desk and involves extensive use of computers, telephones, and other office equipment.

Strenuous physical activity is not typically associated with this classification.

The work is performed in a modern office environment, with occasional travel to district or site locations. Availability outside standard working hours may be required to support maintenance, upgrades, or emergency response.

Management salary range 23

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