BERRYESSA UNION SCHOOL DISTRICT
POSITION DESCRIPTION

JOB TITLE: Manager of Technology Services

Job Purpose Statement/s: Under the general supervision of the Director of Technology Services, participate in the planning, organization and implementation of the activities related to the installation, configuration and maintenance of computer hardware, software, local (LAN) and wide area (WAN) networks and peripheral equipment district-wide; install, maintain, modify and repair LAN cabling and related equipment, supervises staff in the Department of Technology Services.

Essential Job Functions:

- Provide strategic leadership in anticipating and developing appropriate and innovative responses to future needs and challenges regarding the district's information technology program.

- Develop and update the District's Information Technology Plan providing a framework for application development, standardization, prioritizing projects, purchasing guidelines, and the use of technology in the classroom.

- Participate in the planning, organization and implementation of the activities related to the installation, configuration and maintenance of computer hardware, software, local (LAN) and wide area (WAN) networks and peripheral equipment district-wide.

- Prioritize and schedule requests for technical support services.

- Participate in the troubleshooting, diagnosis and repair of computer hardware, software, networks and peripheral equipment; assure user needs are met and technical support issues are resolved in a timely manner; provide technical assistance to personnel working in the field as needed; conduct site visits as necessary.

- Estimate materials, labor, equipment and time requirements for daily computer support activities; maintain appropriate levels of inventory and order parts as required to fulfill district computer requirements.

- Perform a variety of technical duties involved in the design, installation, configuration and maintenance of the district's networks; resolve computer equipment related issues.

- Participate in the loading of specific software packages such as operating systems, instructional and office automation applications to user computers.

- Communicate with administrators, contractors, consultants and other vendors to coordinate activities and programs, schedule work, resolve issues and exchange information.

- Provide recommendations concerning the purchase of new computer systems, software and equipment; assure compliance with established district objectives and resources.

- Assist in evaluating the effectiveness of existing and proposed computer systems and equipment; analyze and recommend changes to enhance district computer systems; assist in the development of standards of hardware and software use.

- Prepare and maintain a variety of inventory records, files and reports related to assigned activities.

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- Provide technical expertise and assistance to others regarding assigned functions; advise administrators of problems and recommend appropriate corrective action.

- Operate a computer and assigned software programs; operate a variety of tools and equipment utilized in the operation and repair of computer systems and cable installation; drive a district vehicle to conduct work.

- Attend and participate in meetings, conferences and seminars related to computer technology to maintain current knowledge of technological advances in the field.

- Supervise the work and scheduling of staff in the Technology Services Department.

- Ensure the development, success, and accountability of staff.

- Assist the Director of Technology Services in the development and management of the annual operating and capital information service budgets, including cost cutting and avoidance opportunities.

- Maintain knowledge of developments in the area of systems, technology and the use of technology for instruction to assure the new developments are considered and incorporated into future systems where applicable.

Other Job Functions:

- Perform related duties as assigned.

Job Requirements - Qualifications:

Education and Experience Requirements:

- Bachelor's degree, preferably in Management of Information Systems, Computer Science, or related field.

- At least three years of experience in managing a medium to large network with a minimum of 115 servers.

- Experience in working with educational applications of technology preferred.

- Experience in training adults in the use of technology preferred.

Knowledge, Abilities, and Working Conditions:

KNOWLEDGE OF:
- Methods and practices related to the installation, configuration and maintenance of computer hardware, software and networks peripheral equipment.
- Computer languages, operating systems, hardware and software applications utilized by the district including Windows or Apple platforms.
- Network server systems such as Novell or Apple.

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- Components and capabilities of network hubs, switches, routers, servers and cabling.
- Local and wide area network configurations and software.
- Common symptoms of malfunctions of network components.
- Materials, methods and tools used in the operation, maintenance and repair of computer hardware, software and peripherals.
- Inventory methods and practices.
- Basic record keeping and report preparation techniques.
- Oral and written communication skills.
- Applicable laws, codes, regulations, policies and procedures.
- Interpersonal skills using tact, patience and courtesy.

ABILITY TO:
- Participate in the planning, organization and implementation of the daily operations and activities related to the installation, configuration and maintenance of computer hardware, software, networks and peripheral equipment.
- Train assigned personnel.
- Oversee and participate in the troubleshooting, diagnosis and repair of computer hardware, software, networks and peripheral equipment.
- Maintain current knowledge of technological advances in the field.
- Provide technical guidance and recommendations regarding new and existing computer systems, networks and equipment.
- Provide technical assistance to computer system users.
- Understand and resolve issues, complaints or problems.
- Operate a variety of tools and equipment utilized in the operation and repair of computer systems and cable installation.
- Maintain records and prepare routine reports.
- Prioritize and schedule work.
- Meet schedules and timelines.
- Communicate effectively both orally and in writing.
- Establish and maintain effective working relationships with others.
- Read and understand sketches, drawings and specifications.
- Abilities to effectively plan, organize and coordinate the management function of technology programs and activities; demonstrate a positive instructional leadership model; effectively work as a member of a team; effectively analyze problems, issues and concerns and formulate appropriate alternative solutions; communicate effectively in oral and written form; and establish and maintain effective organization, public and community relationships. Teaching experience preferred.

WORKING CONDITIONS:
ENVIRONMENT:
- Indoor and outdoor environment.
- Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
- Sitting or standing for extended periods of time.
- Hearing and speaking to exchange information.
- Seeing to read a variety of materials.
- Lifting, carrying, pushing and pulling heavy objects.
- Climbing ladders to access parts and equipment.

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- Reaching overhead, above shoulders and horizontally to perform a variety of duties.
- Bending at the waist, kneeling or crouching to perform a variety of duties.
- Dexterity of hands and fingers to operate a computer keyboard and hand tools.

<u>Licenses, Certifications, Bonding, and/or Testing Requirements:</u>

- Criminal Justice Fingerprint Clearance.

- Valid California Drivers License.

- Tuberculin Clearance.

- Google Apps for Education Certified Trainer preferred.

- Microsoft Certified Systems Engineer (MCSE) or Microsoft Certified Systems Administrator (MCSA) preferred.

- Cisco Certified Network Professional (CCNP) or Cisco Certified Network Administrator (CCNA) preferred.

<u>Reports to:</u>	Director of Technology Services
<u>Work Year:</u>	225 days
<u>Salary Placement:</u>	Classified Management Salary Schedule Range - FF
<u>Evaluation:</u>	Performance of this position will be evaluated in accordance with the provisions of the Board's Policy on the Evaluation of Management Team.

Board Approved: June 3, 2014