

## TORRANCE UNIFIED SCHOOL DISTRICT

### CLASS TITLE: MANAGER – INFORMATION SERVICES

#### BASIC FUNCTION:

Under the direction of the Director – Information Technologies, plan organize, coordinate, supervise and implement system applications; supervise employees providing assistance to District-wide users in identifying and resolving computer-related needs and problems; oversee the designing, planning, and implementation of classified staff information system training; train, supervise and evaluate assigned staff.

#### REPRESENTATIVE DUTIES:

Plan, organize, coordinate and oversee day-to-day maintenance information system functions encompassing the District student information system, District business system, and other related information system servers. *E*

Supervise all office operations in the absence of the Director–Information Technologies. *E*

Consult with District personnel, administrators and outside contractors to coordinate, prioritize and schedule information system projects. *E*

Organize and conduct meetings with administrators and other school and District personnel to improve services to users and to develop and implement information technologies solutions. *E*

Develop and prepare work schedules; review information system reports to determine future upgrades; prioritize and coordinate duties and assignments to assure effective workflow and facilitate operations. *E*

Follow-up on orders with District personnel to assure timely and proper payment for supplies and services purchased. *E*

Coordinate large projects such as systems migration and major technology upgrades. *E*

Provide technical expertise and respond to complex questions or complaints regarding the usage of the District student information system and District business system. *E*

Plan and coordinate the program changes, new programs, and procedures impacting information systems production with assigned staff and District personnel. *E*

Determine operating work loads and assignments of assigned staff; meet with staff to discuss concerns and assignments; monitor the progress of projects and prioritize and allocate resources as necessary. *E*

Review, evaluate and improve existing operating procedures to utilize technology and personnel as effectively as possible. *E*

Create and maintain microcomputer based relational databases. *E*

Query and analyze data to assist in making decisions related to configuration of the District student information system and District business systems. *E*

Perform related duties as assigned.

## **KNOWLEDGE AND ABILITIES:**

### **KNOWLEDGE OF:**

Modern management and supervision practices.  
Microsoft SQL Server including database maintenance and back-up procedures.  
Microsoft IIS including configuration and security.  
Methods of back-up and archival media and procedure.  
High volume production equipment including high speed laser printers, scanners and related software.  
Basic principles of computer operations.  
Methods of record-keeping and office practices and procedures.  
Operational procedures and corrective action to take in case of equipment malfunction.  
Technical aspects of field of specialty.  
Interpersonal skills using tact, patience and courtesy.  
Methods of data storage.  
District organization, operations, policies and objectives.  
Oral and written communication skills.  
Database driven web applications.  
Client/server knowledge highly desirable.

### **ABILITY TO:**

Interpret, apply and explain law, procedures and regulations pertaining to information system procedures and policies.  
Operate computer workstation and peripheral equipment.  
Analyze difficult situations accurately and adopt an effective course of action.  
Define and create schedules and timelines.  
Maintain records and generate numerous reports.  
Provide complex oral and written directions.  
Work independently.  
Communicate effectively both orally and in writing.  
Communicate technical information clearly to department staff.  
Communicate information technologies procedures and requirements to users.  
Provide technical assistance to District information system users.  
Compile, organize, analyze and present statistical and technical data.  
Compile and verify data and prepare reports.  
Train and provide work direction to others.  
Establish and maintain cooperative and effective working relationships with others.

## **EDUCATION AND EXPERIENCE:**

Any combination equivalent to: Bachelor's degree in information technologies, computer science or related field, and four years of information technologies supervisory experience.  
Demonstrated experience with relational database systems such as Microsoft SQL.

## **WORKING CONDITIONS:**

### **ENVIRONMENT:**

Office environment.

### **PHYSICAL ABILITIES:**

Bending, pushing, moving, lifting heavy objects, dexterity of hands and fingers to operate a computer keyboard, hearing and speaking to exchange information, seeing to observe and diagnose computer problems, and bending at the waist to work on equipment.