

TORRANCE UNIFIED SCHOOL DISTRICT

CLASS TITLE: MANAGER–TECHNOLOGY SERVICES

BASIC FUNCTION:

Under the direction of the Director-Information Technologies, performs a variety of complex professional duties in technology analysis, design, acquisition, installation, modification, maintenance, problem diagnosis and repair, including all types of technology hardware, software, wiring, and related peripheral equipment; provides hardware and software technical guidance and support to users of the technology systems; train, supervise and evaluate assigned staffs; and does related work as required.

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*

Evaluates and recommends hardware/software purchases. *E*

Coordinate appropriate use of the District's technology resources with users and provide technical support. *E*

Consult with District personnel, administrators and outside contractors to coordinate, prioritize and schedule technology 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 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 technologies the District. *E*

Plan and coordinate the technology changes, new software/hardware, and procedures 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*

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern management and supervision practices.

In-depth knowledge of current computer Operating Systems, i.e. Windows, Mac OS, Linux.

In-depth knowledge of computer networking with distributed computing environment, i.e.

TCP/IP, DHCP, DNS, NFS, LDAP, Samba, and basic routing concepts.

In-depth knowledge of Microsoft services, including IIS, SQL, Active Directory and Exchange.

Ability to write/administer batch jobs/scripts such as Windows Scripting and Windows Scheduled Tasks.

Methods of record-keeping and office practices and procedures.

Interpersonal skills using tact, patience and courtesy.

District organization, operations, policies and objectives.

Oral and written communication skills.

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.

Compile, organize, analyze and present statistical and technical data.

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 Microsoft Active Directory technology.

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.