

SCHOOL DISTRICT OF ESCAMBIA COUNTY

JOB DESCRIPTION

MANAGER IV – TECHNOLOGY SUPPORT

QUALIFICATIONS:

- (1) Bachelors Degree from an accredited educational institution in Computer Science, Computer Technology, Instructional Technology, Systems Science, Engineering, or related field.
- (2) Minimum of three (3) years successful experience in dealing with technology support in schools and offices.
- (3) IT professional certification from at least one vendor from a vendor list maintained by the Director I – Information Technology.
- (4) Qualifications may vary from the above requirements to such a degree as the Superintendent and Board determine is necessary and appropriate to ensure properly qualified personnel in each specialized assignment.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of major hardware platforms and desktop operating systems, including but not limited to Macintosh OS and Microsoft Windows. Knowledge of major network operating systems, including Novell Netware/OES, Macintosh OS X, and Microsoft Windows. Knowledge of project management practices and tools to facilitate implementation of computing networks. Ability to identify hardware and software issues relating to desktop machines, servers, and networking equipment in school environments in order to effect resolution. Ability to use considerable judgment in developing methods and strategies to accomplish tasks. Ability to organize and prioritize activities. Ability to communicate effectively, both orally and in writing.

REPORTS TO:

Coordinator – Technology Services

JOB GOAL

To provide leadership in implementing and monitoring technology services in schools and administrative offices to achieve the District's mission and strategic aims.

SUPERVISES:

Specialist I - Technology Support
Specialist II - Technology Support
Technician III - Technology Support
Technician IV - Technology Support

PERFORMANCE RESPONSIBILITIES:

MANAGER IV – TECHNOLOGY SUPPORT (Continued)

Service Delivery

- * (1) Manage the development, implementation, and improvement of service support procedures for the efficient delivery of assigned technology services.
- * (2) Monitor, evaluate, and report on the technology services delivered by assigned personnel to ensure that the department's performance on problem resolution remains within the parameters set in the department's service level agreements.
- * (3) Assist principals, technology contacts, and teachers in assessing their technology needs and provide direction or resources to meet those needs.
- * (4) Monitor, evaluate, and report on the availability and capacity of assigned technology services to ensure high availability of resources.
- * (5) Design, implement, and support school-wide computing networks (including network servers, network communications equipment, desktop workstations, and peripherals) throughout the district.
- * (6) Provide project management for planning, implementing, improving, and maintaining computer software.
- * (7) Provide training to school-based technology contacts in the administration and use of school computing networks.
- * (8) Efficiently conduct research, collaborate with colleagues, and analyze technically and instructionally complex problems in order to effect solutions.
- * (9) Analyze and act on data collected through the use of tools and strategies designed to measure customer satisfaction and quality of technology services delivered by the department to improve effectiveness and efficiency.
- * (10) Work with appropriate district personnel in the deployment of effective Web-based strategies that address the communications, public access, service delivery, and instructional functions of the district.
- * (11) Work with appropriate district personnel to implement grant applications that address the district's mission and strategic aims.
- * (12) Provide plans for the justification and procurement of hardware and software.

Inter / Intra-Agency Communication and Delivery

- * (13) Represent the Information Technology Department in local, state, or national meetings and conferences.
- * (14) Communicate with vendor technical support to resolve hardware and software problems.
- * (15) Keep supervisor informed of potential problems or unusual events.
- * (16) Respond to inquiries and concerns in a timely manner.
- * (17) Disseminate information and current research to appropriate personnel.

Professional Growth and Improvement

- * (18) Refer to professional journals and other current research to determine appropriate uses of technology applications and networking in education.
- * (19) Maintain expertise in assigned areas to fulfill project goals and objectives.
- * (20) Develop annual personal goals and objectives consistent with and in support of District goals and priorities.
- * (21) Attend training sessions, conferences and workshops to keep abreast of current practices, programs and legal issues.

Systemic Functions

MANAGER IV – TECHNOLOGY SUPPORT (Continued)

- * (22) Receive objectives for the department and priorities for specific projects from the Director III – Technology Support.
- * (23) Work in a proactive and self-directed manner to plan and carry out technical and curricular objectives and priorities of the department and district.
- * (24) Prepare all required reports and maintain appropriate records.
- * (25) Follow the policies and procedures of the Information Technology Department and all School Board policies, rules and regulations.
- * (26) Serve on District, state or community councils or committees as assigned or appropriate.
- * (27) Represent, consistently, the District in a positive and professional manner.
- (28) Perform other incidental tasks consistent with the goals and objectives of this position.

Leadership and Strategic Orientation

- * (29) Provide leadership and direction for the assigned areas of responsibility.
- * (30) Utilize appropriate strategies and problem-solving tools in making decisions concerning planning, utilization of funds and delivering services and evaluation of services provided.
- * (31) Assist in implementing the District's goals and strategic commitments.
- * (32) Exercise proactive leadership in promoting the goals and mission of the program.
- * (33) Provide oversight and direction for cooperative planning with other agencies.
- * (34) Set high standards and expectations for self and others.
- * (35) Demonstrate initiative in identifying potential problems and take appropriate corrective measures.
- * (36) Use appropriate styles and methods to motivate, gain commitment and facilitate task accomplishment.
- * (37) Facilitate problem solving by individuals or groups.

PHYSICAL REQUIREMENTS:

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan.

Length of the work year and hours of employment shall be those established by the District.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Job Description Supplement No. 07

*Essential Performance Responsibilities

Professional Salary Schedule – Pay Grade 6

MANAGER IV – TECHNOLOGY SUPPORT (Continued)

Date of Board Approval: April 21, 2009