

# SCHOOL DISTRICT OF ESCAMBIA COUNTY

## JOB DESCRIPTION

### MANAGER I – SYSTEMS, COMMUNICATIONS AND OPERATIONS

#### QUALIFICATIONS:

- (1) Bachelor's Degree from an accredited educational institution with certification in Information Systems and a minimum of ten (10) years successful experience in a systems programmer position responsible for Z/OS System Managed Storage installation.
- (2) Master's Degree from an accredited educational institution in Business Administration or Information Systems is desirable.
- (3) Minimum of ten (10) years systems design and programming at the Senior Systems Analyst level with Application and Enterprise Systems Operating System software.
- (4) Possess a Certified Systems Professional Certification or a Certificate in Data Processing.
- (5) 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:

Ability to manage the implementation, tuning, diagnosing and applying of maintenance to IBM operating systems, database and data communication products. Possess good oral and written communication skills with emphasis in providing skills transfer on technical subjects to the receiver of the skill at his / her level. Possess a strong systems communication background implementing Z/OS, and TCP/IP protocols and topologies. Knowledge of personal computers utilizing DOS, Windows, and AIX/LINUX.

#### REPORTS TO:

Coordinator - Management Information Systems

#### JOB GOAL

To provide for the management, planning and evaluation of Enterprise System Operating Systems software, hardware, third party software and tuning the system to ensure responsive service levels to the online customer community, development staff and the production operations staff.

#### SUPERVISES:

Senior Systems Programmer  
Coordinator V - Operations  
Computer Operators

## **MANAGER I – SYSTEMS, COMMUNICATIONS AND OPERATIONS (Continued)**

### **PERFORMANCE RESPONSIBILITIES:**

#### **Service Delivery**

- \* (1) Direct the budgeting, planning, evaluation, implementation and supervision of the Systems, Communications and Operations Section of the Management Information Systems (MIS) Department.
- \* (2) Manage the capacity planning, installation, operation and tuning of the Enterprise System Operating System software and hardware.
- \* (3) Prepare Enterprise System hardware, software and support capital and operating expense budgets.
- \* (4) Create and maintain the Systems, Communications and Operations Section of the Information Systems Standards Manual.
- \* (5) Evaluate and assist the applications support staff on the use of new development tools.
- \* (6) Perform software problem determination and work with vendor support structure to resolve problems quickly and with minimum impact.
- \* (7) Research, evaluate and recommend additional program development and systems management tools as required.

#### **Inter / Intra-Agency Communication and Delivery**

- \* (8) Assist in the interpretation of programs, philosophy and policies of the District to staff, students and the community.
- \* (9) Interact with parents, outside agencies, businesses and the community to enhance understanding of District initiatives and priorities and to elicit support and assistance.
- \* (10) Respond to concerns and inquiries in a timely manner.
- \* (11) Keep the Superintendent informed of potential problems or unusual events.
- \* (12) Disseminate information and current research to appropriate personnel.

#### **Professional Growth and Improvement**

- \* (13) Keep well informed about current trends and best practices in areas of responsibility.
- \* (14) Ensure technical cross-training and personnel back-up among staff members.
- \* (15) Plan, establish and coordinate training programs for staff members.
- \* (16) Maintain technical systems consulting proficiency to back-up the Senior Systems Programmer.
- \* (17) Subscribe to key trade journals and web sites to receive quick notification of new systems and customer solutions for the Enterprise System.
- \* (18) Develop annual goals and objectives consistent with and in support of District goals and priorities.
- \* (19) Maintain a network of peer contacts through professional organizations.
- \* (20) Attend training sessions, conferences and workshops to keep abreast of current practices, programs and legal issues.

#### **Systemic Functions**

- \* (21) Supervise assigned personnel, conduct annual performance appraisals and make recommendations for appropriate employment action.

**MANAGER I – SYSTEMS, COMMUNICATIONS AND OPERATIONS (Continued)**

- \*(22) Prepare or oversee the preparation of all required reports and maintain appropriate records.
- \*(23) Serve on District, state or community councils or committees as assigned or appropriate.
- \*(24) Represent, consistently, the District in a positive and professional manner.
- (25) Perform other incidental tasks consistent with the goals and objectives of this position.

**Leadership and Strategic Orientation**

- \*(26) Provide leadership and direction for the assigned areas of responsibility.
- \*(27) Provide leadership and guidance in the development of annual goals and objectives for assigned department or programs.
  
- \*(28) Utilize appropriate strategies and problem-solving tools in making decisions concerning planning, utilization of funds and delivering services and evaluation of services provided.
  
- \*(29) Assist in implementing the District’s goals and strategic commitments.
- \*(30) Exercise proactive leadership in promoting the goals and mission of the program.
- \*(31) Provide oversight and direction for cooperative planning with other agencies.
- \*(32) Set high standards and expectations for self and others.
- \*(33) Demonstrate initiative in identifying potential problems or opportunities for improvement and take appropriate action.
- \*(34) Use appropriate styles and methods to motivate, gain commitment and facilitate task accomplishment.
- \*(35) 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 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. 12**

\*Essential Performance Responsibilities

**Professional Salary Schedule – Pay Grade 2**

**MANAGER I – SYSTEMS, COMMUNICATIONS AND OPERATIONS (Continued)**

**Date of Board Approval: August 21, 2001**

**Date of Revision: April 21, 2009**