

SCHOOL DISTRICT OF SARASOTA COUNTY

JOB DESCRIPTION

MANAGER COMPUTING INFRASTRUCTURE & OPERATIONS

SALARY SCHEDULE: ADMINISTRATIVE – E

COST CENTER: TECHNOLOGY AND INFORMATION SERVICES (9018)

QUALIFICATIONS:

Candidates for this key Information Technology leadership position must be able to demonstrate the following to the satisfaction of the Director of Technology and Information Services:

- proven ability to successfully assess and apply best practices and/or current technologies to enhance the attainment of the District's educational and technological objectives.
- proven ability to work in a participative, collaborative manner with School employees, Administration employees and external partners as appropriate in the development and implementation of new technologies.
- current knowledge of industry best practices, current and emerging technologies and a demonstrated ability to utilize that knowledge to propose to the Director and leadership team strategic and tactical directions appropriate to the technologies under their direction.
- Demonstrate a proven ability to execute and deliver technologies quickly and effectively.
- Bachelor's Degree from an accredited educational institution in related business area.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of production operations, service level agreements, production procurement, installation, operation, maintenance and vendor management for all computer hardware and operating system software in support of applications. Ability to plan, organize and prioritize activities related to assignments. Possess interpersonal skills and abilities. Possess effective decision-making and management skills. Knowledge of School Board rules and policies related to assignments. Ability to communicate effectively both orally and in writing.

REPORTS TO:

Director Technology and Information Services

JOB GOAL

To provide leadership and technical expertise in the development and execution of strategic and tactical plans around the district computing infrastructure and operations. To lead by example in all interpersonal and performance aspects of this key role.

SUPERVISES:

Operations Manager
Operators
Other assigned personnel

PERFORMANCE RESPONSIBILITIES:

- * (1) Assumes the responsibility for the activities in the areas of production, data control, operations, and operations support.
- * (2) Develops and implements service level agreements, standards, procedures and processes for the operations group.
- * (3) Plans and manages the support of new technologies, data center performance and reliability.
- * (4) Provides input and recommendations regarding business continuance issues and improvements to the operations of systems and processes supported.

- * (5) Assumes responsibility for production operations, in a multi-vendor, multi system environment, by maintaining system availability and insuring coverage 24 hours a day, 7 days a week.
- * (6) Assumes the responsibility for procurement, installation, operation, maintenance and vendor management for all computer hardware and operating system software to support those systems.
- * (7) Establishes and sets up ongoing metrics and monitoring processes to support both customer and internal service level agreements.
- * (8) Collaborates as needed with other management personnel in developing and implementing School IT strategy.
- * (9) Works with internal and external partners to continually automate and simplify operation process to achieve maximum operational efficiency and effectiveness.
- * (10) Defines and implements procedures and advances in technology to streamline projects, eliminate redundant efforts and reduce overall operational costs.
- * (11) Perform cost/benefit analysis of, and make recommendations for computing infrastructure related solutions for the district and school operations.
- * (12) Accumulate and share with project teams, schools district facilities, curriculum and business staff and management on changes in technology; provide forward-looking strategies that take advantage of such developments.
- * (13) Direct the testing, installation, evaluation and modification of the systems, and software utilized within the computing infrastructure.
- * (14) Maintain strong relationships and assist with negotiations with technology vendors, leasing companies, communication providers and service organizations.
- * (15) Maintain and report on asset and configuration inventory of the CMDB.
- * (16) Recommend new uses for computer technology and equipment or abandonment of unprofitable uses.
- * (17) Serve as a program consultant to school personnel with assistance in the identification of program needs and the selection of appropriate materials and equipment.
- * (18) Assist in the development of educational specifications for new facilities and equipment, relative to planning modifications and construction of facilities.
- * (19) Manage the design, development and maintenance of systems, programs, systems software and programs to meet the needs of schools and the district.
- * (20) Supervise assigned personnel, conduct annual performance appraisals and make recommendation for appropriate employment action.
- (21) Perform other incidental tasks consistent with the goals and objectives of this position.

PHYSICAL REQUIREMENTS:

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

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan.
Length of 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. 11

*Essential Performance Responsibilities