

SCHOOL DISTRICT OF SARASOTA COUNTY

JOB DESCRIPTION

[TECHNOLOGY SUPPORT MANAGER] MANAGER NETWORK & TELECOM SERVICES

SALARY SCHEDULE: ADMINISTRATIVE – E

**COST CENTER: [TELECOMMUNICATIONS AND NETWORK SYSTEMS (9060)]
TECHNOLOGY AND INFORMATION SERVICES (9020)**

QUALIFICATIONS:

- [(1) Bachelor's Degree from an accredited educational institution with a minimum of five (5) years experience in hardware/software support / network management; or,
- (2) Advanced work in Computer Technology at a technical center or community college with a minimum of ten (10) years experience in hardware/software support.
- (3) Minimum of two (2) years experience in the design, implementation and evaluation of networking infrastructures.
- (4) Minimum of two (2) years experience in supervising technical support personnel.
- (5) Minimum of five (5) years experience in customer service.]

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.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the operation of computers and peripheral equipment related to assignments. 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:

[Supervisor, Wide Area Network]
Director Technology and Information Services

JOB GOAL

[To provide for the planning, organizing and controlling of activities associated with school and departmental technology support.]

To provide leadership and technical expertise in the development and execution of strategic and tactical plans around the operations, daily planning, engineering, design and resource allocations for the District's telecommunications and network operations. To lead by example in all interpersonal and performance aspects of this key role.

SUPERVISES:

Computer Network Specialist
 Computer Software Specialists
 LAN Technicians
 Computer Repair Technician
 Computer Repair Specialist
Systems Engineer
District Network Manager

PERFORMANCE RESPONSIBILITIES:

- * (1) Assign tasks to support staff, supervise their work and evaluate their performance.
 - * (2) Assist other support personnel in providing services to schools as needed.
 - * (3) Assist the Director in developing goals for technology support.
 - * (4) Establish and enforce standard practices and procedures.
 - * (5) Supervise and coordinate work of LAN Technicians and Microcomputer Technicians.
 - * (6) Recommend hardware and software purchases to the Director and to the schools as needed.
 - * (7) Provide periodic status reports of assignments as required.
 - * (8) Interact with parents, outside agencies, business and community to enhance understanding of District initiatives and priorities and to elicit support and assistance.
 - * (9) Respond to inquiries and concerns in a timely manner.
 - * (10) Keep the Director informed of potential problems or unusual events.
 - * (11) Work closely with the District and school staffs to support school improvement initiatives and processes.
 - * (12) Disseminate information and current research to appropriate personnel.
 - * (13) Keep well informed about current trends and best practices in areas of responsibility.
 - * (14) Maintain expertise in assigned areas to fulfill project goals and objectives.
 - * (15) Promote and support professional growth for self and others.
 - * (16) Develop annual goals and objectives consistent with and in support of District goals and priorities.
 - * (17) Maintain a network of peer contacts through professional organizations.
 - * (18) Attend training sessions, conferences and workshops to keep abreast of current practices, programs and legal issues.
 - * (19) Supervise assigned personnel, conduct annual performance appraisals and make recommendations for appropriate employment activities.
 - * (20) Prepare or oversee the preparation of all required reports and maintain appropriate records.
 - * (21) Serve on District, state or community councils or committees as assigned or appropriate.
 - * (22) Represent, consistently, the District in a positive and professional manner.
 - * (23) Provide leadership and direction for the assigned areas of responsibility.
 - * (24) Utilize appropriate strategies and problem-solving tools to make decisions concerning planning, utilization of funds, delivering services and evaluation of services provided.
 - * (25) Exercise proactive leadership in promoting the vision and mission of the District.
 - * (26) Provide oversight and direction for cooperative planning with other agencies.
 - * (27) Set high standards and expectations for self and others.
 - * (28) Demonstrate initiative in identifying potential problems or opportunities for improvement and take appropriate action.
 - * (29) Use appropriate styles and methods to motivate, gain commitment and facilitate task accomplishment.
 - * (30) Facilitate problem solving by individuals or groups.]
 - (31) Perform other incidental tasks consistent with the goals and objectives of this position.
- *(1) Responsible for all network operations and service levels for data and voice networking equipment and software including mainframe equipment, PBX, mid-range and network processing devices.

- *(2) Develops and implements standards, procedures and process for the network operations and telecommunications group.
- *(3) Plans and manages the support of new technologies (including wireless), network performance, and reliability.
- *(4) Defines and negotiates service level agreements.
- *(5) Oversees and coordinates the daily activities of the network and telecommunications operations center.
- *(6) Performs a coordination role with enterprise management, vendors and customers.
- *(7) Plans for human resources, equipment arrangements, electrical power and cable requirements for telecommunications and information processing equipment.
- *(8) Manages updates as it applies to Change Management and assures that each change to the enterprise is approved, documented, and executed.
- *(9) Insures all incidents, work orders, and service requests are completed, documented, and communicated based on metrics outlined.
- *(10) Insures infrastructure hardware and software is updated according to supporting vendor. These updates provide a stable, salable, and reliable networking and security enterprise.
- *(11) Manages the security infrastructure to ensure the integrity of data information as it applies to School Board, State and Federal laws and guidelines.
- *(12) Reviews vendor services as they apply to the production environment.
- *(13) Coordinates and manages Network and Security projects.
- *(14) Manages project timelines so strategic milestones are achieved.
- *(15) Manages Service Level Agreement metrics between internal and external customers.
- *(16) Increases job knowledge through training opportunities and self study.
- *(17) Mentors and coaches staff members so each individual can achieve career development.
- *(18) Supervise assigned personnel, conduct annual performance appraisals and make recommendation for appropriate employment action.
- *(19) Work in collaboration with and a in a professional reporting relationship to the County's Director of Networks and Security.
- (20) Perform other incidental tasks consistent with the goals and objectives of this position.

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 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