



JOB DESCRIPTION

JOB TITLE: **Information Services and Technology (IS&T) Manager**

Position Type: <b>Exempt</b>	Department: <b>Information Services and Technology</b>
Salary Schedule: <b>Exempt</b>	Location: <b>Administrative Center</b>
Salary Range: <b>7</b>	Reports to: <b>Chief Information Officer</b>
Term of Employment: <b>12 months</b>	Date: <b>December 15, 2017</b>
Shift: <b>Day</b>	Approved by: <b>Human Resources</b>

**POSITION SUMMARY:**

To maximize the District's effective use of computers and other electronic equipment to process, store and analyze data and management information, maintain security and monitor policy enforcement.

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**ESSENTIAL FUNCTIONS:**

- Plans, organizes, and controls the overall activities of the District's desktops, network and server farm including maintenance and updates, security, and monitoring of the core systems for fault.
- Understands and practices necessary disciplines needed to manage using the ITIL framework including Capacity Planning, Performance Management, Configuration Management, Project Management, Storage Management, Disaster Recovery and Business Continuity.
- Provides technical direction for the development, design, and systems integration from definition phase through implementation.
- Monitors and reports system performance, recommends plans to implement new hardware to replace outdated systems and facilitate computer security related issues.
- Analyzes the technical needs of the District to develop or recommend system solutions to provide for those needs.
- Continually seeks opportunities to increase internal client satisfaction and deepen client relationships.
- Mentors key technical staff.
- Measures personnel performance and recommends the hiring, placement, promotion, suspension or termination of employees that report to this position.

- Working with the Director of IS&T to establish and maintain standards and procedures. Communicates these to IS&T staff to ensure that the standards and procedures are enforced.
- Reviews the progress of all active implementation plans, taking corrective action as needed.
- Demonstrates a positive attitude and possesses the ability to infuse into staff a high level of passion and dedication with strong leadership skills.
- Must be accessible throughout the workday for administrators.
- Must meet any additional specific job requirements as indicated by the department.

**MARGINAL DUTIES:**

- Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities.
- Completes other job related duties as assigned by the supervisor.

**SUPERVISORY RESPONSIBILITIES:**

- Directly supervises Senior PC Network techs, the coordinator in IS&T, the lead CNT's and the Web/DB Programmers in IS&T and oversees all CNT's.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

**OTHER SKILLS/ABILITIES/KNOWLEDGE/WORK STYLE:**

- Possesses excellent problem-solving skills and communication skills, both verbal and written.
- Demonstrates the ability and desire to provide outstanding customer service.
- Demonstrates the ability to effectively use technology as a tool for planning and implementing instructional strategies.
- Demonstrates the ability to work effectively under time constraints.
- Must be organized with the ability to multitask.
- Must be detail-oriented and self-motivated.
- Must have excellent memory and ability to function well under stress.
- Must be able to work independently with minimal supervision and/or assistance.
- Must demonstrate an extremely high regard for confidential and sensitive information.
- Must demonstrate flexibility, common sense, and good judgment.
- Must have ability to keep abreast of information pertinent to the job.
- Must maintain a well-groomed appearance.
- Must have a basic knowledge of computers.
- Adheres to the district/department vision, mission and goals in collaboration with staff and supervisor.
- Develops and demonstrates progress of district/department goals.
- Is receptive to ideas, issues and concerns presented by all constituents.
- Provides purpose and direction for individuals and groups within the schools and/or departments.
- Evaluates personnel in accordance with district and state policies/timelines.

- Maintains accessibility, listens to seek clarity and responds in a timely manner.
- Conscientiously fulfills responsibilities and follows directives by meeting deadlines.
- Demonstrates clear articulation of content accurate information through both oral and written communication.
- Demonstrates collaborative problem-solving skills.
- Participates in district professional development activities in a timely manner.
- Uses professional day in a productive manner.
- Demonstrates knowledge of and adheres to district policies and administrative procedures.
- Demonstrates a personal and professional code of ethics.
- Completes assigned tasks and projects in a competent and timely fashion.
- Adheres to legal and procedural guidelines regarding confidentiality and disclosure of information.
- Demonstrates effective management of all fiscal resources and responsibilities.
- Makes clear and well-defined decisions.

**CERTIFICATES, LICENSES AND REGISTRATIONS REQUIRED:**

- Must have authorization to work in the United States as defined by the Immigration Reform Act of 1986.

**EDUCATION AND/OR EXPERIENCE:**

- Bachelor's Degree (B.A.) in business, computer science, or related field is preferred.
- Minimum of five years experience in Networking, Server OS, Security (Desktop, Intrusion, Network, Server).
- Possess excellent problem-solving skills and communication skills, both verbal and written.
- Experience in supervision of staff.

**LANGUAGE SKILLS:**

- Demonstrates the ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Demonstrates the ability to write routine reports or correspondence.
- Demonstrates the ability to speak effectively before groups of customers or employees of the organization.

**MATHEMATICAL SKILLS:**

- Demonstrates the ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume.
- Is able to apply concepts of basic algebra and geometry.

**REASONING ABILITY:**

- Demonstrates the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Is able to read and interpret a variety of instructions and data furnished in written, oral, diagram, or schedule form.

**PHYSICAL DEMANDS:**

- Regularly required to stand, reach with hands and arms, talk or hear and taste or smell.
- Frequently required to use hands to finger, handle, or feel objects, tools, or controls.
- Must be able to walk, and occasionally climb or balance; stoop, kneel, crouch or crawl.
- Must regularly lift and/or move up to 30 lbs.
- Must have close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**ENVIRONMENTAL CONDITIONS:**

- While performing the duties of this job, the employee occasionally works near moving mechanical parts; in high, precarious places; and in outside weather conditions and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration.
- The noise level in the work environment is usually moderate.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**COMMENTS:**

*This job description is intended to be representative of the work performed by employees in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities as defined by the supervisor.*

*This is a temporary management guide tool, subject to change.*