

Manager of Technology Services

Primary Function

Under the direction of the Director of Technology and Media Services: Manages the design, installation, configuration and maintenance of computers, network systems, and other related equipment. Assists as a technical resource for the Technology Department staff. Responsible for all network performance monitoring and management. Makes recommendations and implements network upgrades. Provides technical assistance to associated support organizations such as telephone companies, contract repair technicians and network installers, and other service providers, in support of the District's communications goals and objectives. Provides oversight and management of network support.

Organizational Relationships

Reports directly to the Director of Technology and Media Services

Qualifications

- Bachelor's Degree in computer-related field.
- A minimum of three years experience in the installation, maintenance, and repair of computers, network systems, and electronic equipment. At least three years experience in network administration and systems management.
- Working knowledge of:
 - ◇ Network installation and systems programming, including Mac OS X (10.6-current), Mac OS X Server (10.6-current), AppleShare IP, Mac OS, Windows, WindowsNT, Windows 2000, terminal-, print-, PPP-, DNS/Bind-, Unix- services.
 - ◇ Computing languages, scripting languages, and programming proficiency in Unix shell scripts, and HTML.
 - ◇ Networking protocols and media including ISDN, HDSL, Ethernet, and TCP/IP.
 - ◇ Methods, procedures, techniques, materials, and equipment utilized in the installation, repair, and maintenance of computers and electronic equipment, including routers, servers, bridges, switches, and hubs.
 - ◇ Safe working methods and procedures.
- Written and oral communication skills as well as organizational operations and procedures.
- Proficient skill in English composition, grammar and spelling.
- Ability to perform assigned duties and tasks with a minimum of direction.
- Ability to maintain effective public and co-worker relationships.
- Ability to physically move about the district.
- Ability to understand and carry out oral and written directions.
- Ability to, on occasion, physically lift and move packages, boxes, and other materials weighing up to 25 pounds.
- Ability to handle staff and student information with confidentiality.

Performance Responsibilities

1. Designs, modifies, installs and supports district-wide wired and wireless computer networks.

2. Manages and builds both computer systems and networks from the ground up including hard disk image set up, network interface configuration and oversight of network routers, switches and patch panel installations.
3. Manages acceptance testing of third-party installations.
4. Understands all aspects of data storage and ability to recover both network and systems from system faults with minimal data loss.
5. Retrieves lost data from storage media after accidental deletion or disk crash utilizing appropriate utilities.
6. Supervises troubleshoot problems related to computer and network systems.
7. Researches/evaluates/implements new hardware and software.
8. Performs skilled maintenance and repair of computers and a variety of related equipment, including regular backup of assigned servers.
9. Replaces defective components and wiring using a variety of equipment.
10. Investigates, tests, and recommends the purchase of a variety of equipment.
11. Supervises district e-mail systems manager, manages web servers, data servers, application servers, content filter, firewall, and coordinates interrelations between district server resources.
12. Coordinates special projects as necessary.
13. Collaborates with district-level and building-level technology teams.
14. Effectively and efficiently install, replace and repair various types of computers, network systems, and electronic equipment.
15. Utilize special electronic testing equipment to determine defects and malfunctions.
16. Estimate labor and materials costs.
17. Maintain complex records and be able to prepare complete and concise reports.
18. Understand and carry out oral and written directions.
19. Work under pressure and deadlines, and prioritize support requests to minimize user downtime.
20. Establish and maintain cooperative working relationships.
21. Perform other duties as assigned by the administrator.

Terms of Employment

260 work days. Salary and work year established by the Board of Education.

Evaluation

Performance of this job will be evaluated in accordance with Board of Education Policy.