



Job Title: **Manager – Technology Support**

Position Description

To perform this job successfully, an individual must be able to perform the essential job functions consistently and to the satisfaction of the employer. Reasonable accommodations may be made for qualified disabled individuals. This job description is not an exhaustive list, as employees may be required to perform duties not specifically designated within this document, at the employer's discretion. The Escambia County School District reserves the right to modify or interpret this job description as needed.

FLSA Status: Exempt
Reports to: Appropriate Supervisor or Designee
Supervises: Appropriate Staff as required
Pay Grade: Professional – 6

APPROVED
ESCAMBIA COUNTY SCHOOL BOARD

JUNE 20, 2017

MALCOLM THOMAS, SUPERINTENDENT
VERIFIED BY RECORDING SECRETARY

JOB SUMMARY

The purpose of this position is to provide leadership in implementing and monitoring technology services in schools and administrative offices to achieve the District's mission and strategic aims.

ESSENTIAL JOB FUNCTIONS

- Manages the development, implementation, and improvement of service support procedures for the efficient delivery of assigned technology services.
- Monitors, evaluates, and reports on the technology services delivered by assigned personnel to ensure that the department's performance on problem resolution remains within the parameters set in the department's service level agreements.
- Coordinates with Systems Integrations team and/or vendors to resolve systems integrations issues.
- Assists principals, technology contacts, and teachers in assessing their technology needs and provide direction or resources to meet those needs.
- Monitors, evaluates, and reports on the availability and capacity of assigned technology services to ensure high availability of resources.
- Designs, implements, and supports school-wide computing networks (including network servers, network communications equipment, desktop workstations, and peripherals) throughout the District.
- Provides project management for planning, implementing, improving, and maintaining computer software.
- Provides training to school-based technology contacts in the administration and use of school computing networks.
- Provides new employee IT orientation.
- Efficiently conducts research, collaborates with colleagues, and analyzes technically and instructionally complex problems in order to effect solutions.
- Analyzes and acts on data collected through the use of tools and strategies designed to measure customer satisfaction and quality of technology services delivered by the department to improve effectiveness and efficiency.

- Works with appropriate District personnel in the deployment of effective Web-based strategies that address the communications, public access, service delivery, and instructional functions of the District.
- Works with appropriate District personnel to implement grant applications that address the District's mission and strategic aims.
- Provides plans for the justification and procurement of hardware and software.
- Represents the Information Technology Department in local, state, or national meetings and conferences.
- Communicates with vendor technical support to resolve hardware and software problems.
- Keeps supervisor informed of potential problems or unusual events.
- Responds to inquiries and concerns in a timely manner.
- Disseminates information and current research to appropriate personnel.
- Refers to professional journals and other current research to determine appropriate uses of technology applications and networking in education.
- Maintains expertise in assigned areas to fulfill project goals and objectives.
- Develops annual personal goals and objectives consistent with and in support of District goals and priorities.
- Attends training sessions, conferences, and workshops to keep abreast of current practices, programs, and legal issues.
- Receives objectives for the department and priorities for specific projects from the Coordinator – Technology Services.
- Works in a proactive and self-directed manner to plan and carries out technical and curricular objectives and priorities of the department and District.
- Prepares all required reports and maintain appropriate records.
- Follows the policies and procedures of the Information Technology Department and all School Board policies, rules, and regulations.
- Manages scheduling calendar for service desk duty, trainings, employee leave, and team projects.
- Manages Zendesk Help Desk system to include importing users, ticket monitoring, and reporting.
- Serves on District, state, or community councils or committees as assigned or appropriate.
- Consistently represents the District in a positive and professional manner.
- Performs other duties as assigned

MINIMUM REQUIREMENTS

- Bachelor's Degree from an accredited educational institution in Computer Science, Computer Technology, Instructional Technology, Systems Science, Engineering, or related field.
- Minimum of seven (7) to ten (10) years of successful experience in dealing with technology support in schools and offices.
- IT professional certification or equivalent as identified by the Director – Information Technology.
- 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

- Requires the ability to display knowledge of major hardware platforms and desktop operating systems, including but not limited to Macintosh OS, Microsoft Windows, and IOS.
- Requires the ability to display knowledge of major network operating systems, including Linux and Microsoft Windows.
- Requires the ability to display knowledge of project management practices and tools to facilitate implementation of computing networks.
- Requires the ability to identify hardware and software issues relating to desktop machines, servers, and networking equipment in school environments in order to effect resolution.
- Requires the ability to use considerable judgment in developing methods and strategies to accomplish tasks.
- Requires the ability to organize and prioritize activities.
- Requires the ability to communicate effectively, both orally and in writing.

PHYSICAL DEMANDS

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. The work also requires the following physical abilities in order to perform the essential job functions: balancing, climbing, crawling, crouching, feeling, fingering, grasping, handling, hearing, kneeling, lifting, mental acuity, pulling, pushing, reaching, repetitive motion, speaking, standing, stooping, talking, visual acuity, and walking.

WORKING CONDITIONS

Employees in this position work in a safe and secure work environment that may periodically have unpredicted requirements or demands.

Date of Board Approval: June 20, 2017, effective July 1, 2017

Date of Revision: