

SAN MATEO COUNTY OFFICE OF EDUCATION

CLASS TITLE: MANAGER, INFORMATION TECHNOLOGY SUPPORT

BASIC FUNCTION:

Under the direction of the Administrator, Information Technology Services, plan, organize and direct operations and activities involved in the programming, development, operation, analysis, maintenance and repair of designated County Office and school district computer systems, databases, hardware, software and peripherals; coordinate projects, personnel, help desk functions, telecommunication system maintenance, data processing and communications to meet County Office and school district technology needs; supervise and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Plan, organize and direct operations and activities involved in the programming, development, operation, analysis, maintenance and repair of designated County Office and school district computer systems, databases, hardware, software and peripherals; assure related activities comply with established laws, codes, rules, regulations, policies and procedures.

Coordinate projects, personnel, help desk functions, telecommunication system maintenance, data processing and communications to meet County Office and school district technology needs; assist in establishing and maintaining departmental time lines and priorities; develop and implement technology projects, services, goals, objectives, plans, strategies, systems and activities.

Supervise and evaluate the performance of assigned personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; coordinate subordinate work assignments and review work to assure compliance with established standards, requirements and procedures; assure employee understanding of established requirements.

Direct the programming, development, modification and analysis of computer systems, databases and applications to meet technology needs, resolve data problems and provide for system enhancements; direct the review, analysis and modification of existing systems and programs; coordinate the design, development, upgrading and implementation of new system applications.

Coordinate and direct the installation, configuration, modification and operation of computer hardware, software, networks and peripherals; assure proper installation of hardware and software, and testing of applications to assure proper operation; direct and participate in the investigation, troubleshooting, diagnosis and repair of computer network and system problems and malfunctions.

Manage help desk and user support functions; oversee and participate in technical assistance services to provide users with information concerning the operation of computer systems, hardware, software,

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networks and related practices, requirements, procedures and malfunctions; coordinate help desk troubleshooting and solutions; assure proper and timely response to maintenance and repair needs. Coordinate communications, projects, systems and information between personnel, departments, school districts, vendors and various outside agencies to assure smooth and efficient installation, operation, development and maintenance of computer systems; assure proper and timely resolution of related issues, conflicts and discrepancies.

Monitor inventory levels of computer supplies and equipment; order, receive and maintain adequate inventory levels of parts and supplies; contact vendors and contractors to discuss and obtain product, service and pricing information; research, analyze and recommend the purchase of computer hardware, software and technology services according to product quality and price effectiveness.

Design, develop and implement technology projects and systems; estimate and assure adequate time, staff and resources required for projects; calculate and prepare cost estimates; monitor progress of projects; inspect completed projects for accuracy, completeness and compliance with established specifications and requirements.

Plan, organize and direct the installation, configuration, maintenance and repair of telecommunication systems and equipment; assure proper programming and updating of telecommunication system menus, extensions, voicemail and other features.

Direct data processing functions involved in processing, generating and printing checks, reports, documents and various other materials; oversee the inputting, updating and formatting of related data; direct activities to assure accuracy and completeness of printing jobs.

Collaborate with vendors, contractors, service providers, administrators and school districts to develop solutions for technology equipment, software and service needs, problems and malfunctions; receive and respond to staff input concerning technology needs.

Provide technical information and assistance to the Administrator, Information Technology Services regarding technology activities, needs and issues; assist in the formulation and development of policies, procedures and programs.

Direct and participate in the preparation and maintenance of a variety of records and reports related to projects, systems, changes, software, vendors, personnel and assigned activities.

Communicate with administrators, personnel, school district and outside organizations to exchange information, coordinate activities and resolve issues or concerns; oversee and participate in the preparation, distribution and response to technology-related correspondence.

Operate a variety of computers, servers, peripherals and specialized software; drive a vehicle to conduct work.

Coordinate, attend and conduct a variety of meetings; consult with administrators concerning the planning, operation, maintenance and modification of computer systems.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Management of operations and activities involved in the programming, development, operation, analysis, maintenance and repair of designated County Office and school district computer systems, databases, hardware, software and peripherals.

Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, networks and peripherals.

Principles, methods and procedures of operating computers, network systems and peripherals.

Telecommunication system operations, programming, upkeep, maintenance and repair.

Principles, practices and methods of database structures, computer programming and system design.

Database structures, on-line applications and system capabilities of technology systems.

Customer service and help desk standards, practices, techniques and procedures.

System utilities and design and program applications.

Principles and techniques of systems and network analysis.

Policies and objectives of assigned programs and activities.

Applicable laws, codes, regulations, policies and procedures.

Principles and practices of administration, supervision and training.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Plan, organize and direct operations and activities involved in the programming, development, operation, analysis, maintenance and repair of designated County Office and school district computer systems, databases, hardware, software and peripherals.

Coordinate projects, personnel, help desk functions, telecommunication system maintenance, data processing and communications to meet County Office and school district technology needs. Supervise and evaluate the performance of assigned personnel.

Assure proper investigation, troubleshooting, diagnosis and repair of system malfunctions.

Coordinate the design, development, upgrading and implementation of new system applications.

Direct the review, analysis and modification of existing systems and programs.

Manage user support functions concerning technology systems, applications and malfunctions.

Coordinate the installation, configuration, maintenance and repair of telecommunication systems.

Direct the processing, generating and printing of checks, reports, documents and other materials.

Communicate effectively both orally and in writing.

Interpret, apply and explain laws, codes, regulations, policies and procedures.

Establish and maintain cooperative and effective working relationships with others.

Operate a computer and assigned office equipment.

Analyze situations accurately and adopt an effective course of action.

Meet schedules and time lines.

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Work independently with little direction.

Plan and organize work.

Oversee and participate in the preparation and maintenance of various records, reports and files.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in computer science or related field and five years increasingly responsible experience involving the programming, development, operation, analysis, maintenance and repair of computer systems.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information.

Seeing to view a computer monitor and read a variety of materials.

Sitting for extended periods of time.