INFORMATION SERVICES SYSTEM MANAGER

DEFINITION

Under direction of the Director of Technology Services, plan, coordinate, and supervise the programming, analysis, development, operations, and technical services functions of the District information systems; fully monitor, install, upgrade, maintain and ensure that the operational systems are performing at their maximum efficiency through the proper use and implementation of production system software; to include researching system solutions and recommending more comprehensive and newly developed technologies for future consideration and implementation; manage the production and server team to maintain and improve District efficiencies through systems and software; and do related work as required.

ESSENTIAL DUTIES AND RESONSIBILITIES:

- Assist in planning, organizing, coordinating, and managing the programming, and/or operations functions of the District information systems.
- Analyze, prioritize, and assign projects to staff.
- Review work schedules and project progress, check thoroughness of completed project components, and direct adjustments as necessary.
- Define systems and their functional requirements.
- Assist in determining most effective system design considering software capabilities and hardware features.
- May establish specifications, research and recommend information and technology products or services for possible district implementation.
- Review, evaluate and install all system software.
- Investigate potential new applications of information systems in the District
- Constantly monitor system utilization and performance to ensure adequate user performance.
- Supervise and evaluate assigned staff.
- Prepare time and cost estimates for projects.
- Monitor expenses of projects and ensure the completion is within budget specifications.
- Maintain proper software version levels and license and expiration dates.
- Implement system tools to ensure proper resource utilization for system memory, disk, io utilization, internet and intranet traffic.
- Ensure adequate security is present with district firewall solutions.
- Evaluate, monitor and coordinate all district software issues, and ensure user e-mail solutions are successfully implemented.
- Evaluate all system software products.
- Review procedures and document system components for use by other department employees.
- Review and maintain high performance levels of voice application software.

Knowledge of
System monitoring tools to maximize system performance; principles and practices of state-of-the-art computer systems; corrective action strategies to resolve system and network problems; good principles in troubleshooting networks and network printers; internet and intranet implementations; electronic mail software and it's applicability to district mail problems; statistical methods and cutting-edge technologies; mail servers; TCP/IP and other network protocols; Microsoft solutions to address district problems; and ASP programming and SQL database administration; scripting and programming background recommended, and principles of effective personnel management and supervision.

Ability to
Develop plans for voice over IP; install, update and configure system software; document applications and procedures; solve network printer connectivity problems; analyze and take corrective action to ensure system availability and performance; have thorough knowledge of mail servers.

Experience
Five years of progressive system manager experience with full responsibility for maintaining and ensuring maximum system availability and performance as well as supervisory duties; knowledge to seek and research all applicable software solutions; experience and knowledge of, Alpha and Windows technology, Raid storage arrays, laser printer queues, and backup devices.

Education
Graduation from an accredited university with a bachelor's degree, with specialization in computer science, business administration, or related field an advanced degree being preferred; a demonstrated experience in system monitoring responsibilities, with additional coursework in Microsoft, Windows, Cisco protocol strategies, internet/intranet implementations and knowledge.

Physical Performance Requirements
Considerable standing, walking, or sitting much of the time with some bending, stooping, squatting and twisting. Lifting often involved. Weight of materials will vary, with employees regularly lifting and maneuvering 20 to 30 pounds.

Licenses
Possession of valid and appropriate California Driver's License.

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Revised: February 8, 2005, effective March 1, 2005
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