JOB TITLE: INFORMATION TECHNOLOGY MANAGER

BASIC FUNCTION
Under the direction of the Director of Technology, the IT Manager will perform a variety of highly complex and specialized activities involved in planning, directing, designing, coordinating, and administering systems and networks and subsystems including all servers and networking hardware; resolving server and network operational issues; maintaining server and network hardware, software, and services. The IT Manager manages a small team of technical professionals providing operational support to district end-users.

ESSENTIAL JOB FUNCTIONS
- Manages the engineering, design, installation, modification, expansion, and maintenance of the complete data infrastructure
- Assures access and network connectivity with local sites and the Internet and assures network security and network monitoring
- Provides support and serves as a principal contact with respect to Walnut Valley Unified School District's (WVUSD) relationship with networking and telecommunications providers
- Acts as primary contact and coordinator of the E-Rate applications; is responsible for hardware and software purchases and maintenance for network electronics and desktop computers
- Designs computer networks, physical and logical network infrastructures, IT security, servers, etc. (e.g. Internet, Intranet, web mail) for the purpose of ensuring effective, secure and efficient use
- Administers systems and servers related to district networks such as email systems, user accounts, student database systems, library circulation and textbook inventory software, anti-virus deployment and updates, print queues, network services; and assures services are available for authorized users
- Installs, upgrades, and maintains network equipment, server software and hardware on a variety of platforms such as service packs, application software, operating software, and hardware upgrades
- Monitors IT availability, security and related hardware and supporting software, and provides related resources and technology tools
- Plans the installation and upgrade of computers, servers and network equipment, and communicates with site and district staff to determine related district needs
- Repairs network-related failures such as network services and equipment and server issues; and maintains computer and network equipment
- Provides leadership and technical support for the purpose of designing, developing and maintaining an efficient, unified and fully integrated computer system
- Researches trends in educational technology, telecommunications, networking, and media information required to manage assignments; provides new programs and services; assures compliance with relevant requirements; and secures general information for planning, taking appropriate actions, and/or responding to requests
- Researches software and hardware requirements; previews products and recommends applications and purchases; and plans for availability of materials
- Compiles data from a wide variety of sources, analyzes issues, maintains compliance with various policies and procedures, and monitors program requirements
- Confers with district staff on topics related to network installation and configuration; provides technical advice and support and assists in the development of policies and procedures
- Prepares written materials such as procedures, drawings, reports, memos, and letters; documents activities, provides written references and conveys information
- Serves as liaison to software/hardware providers, provides information and coordinates district activities (e.g. server, software, LAN/WAN upgrades, etc.)
- Provides technical assistance, training and user support to District personnel concerning networks and databases; responds to inquiries and provides detailed and technical information concerning network design, equipment, hardware, software, routing, security, connectivity, configuration, malfunctions, applications, practices, techniques and procedures; and conducts individual and group training
- Trains and provides work direction to assigned personnel
- Plans, coordinates, directs, selects, and evaluates the performance of assigned staff
- Performs other related duties as assigned

JOB REQUIREMENTS - QUALIFICATIONS
Skills, Knowledge, and/or Abilities required:

Skill to:
- Communicate effectively, orally and in writing
- Establish and maintain effective and cooperative working relationships with staff and the public
- Promote team building and a positive work environment

Knowledge of:
- Change control (which is the formal process used to ensure that changes to our IT ecosystem are introduced in a controlled in a coordinated manner. Change control reduces the possibility that unnecessary changes will be introduced to a system without forethought, introducing faults into the system or undoing changes made by other users of software)
- Principles and techniques of local and wide area network design, management, and maintenance
- Server design, construction, and maintenance, including web, e-mail, database and other applications
- Network hardware and software maintenance and programming including network routers, switches, hubs
- Data communication systems and protocols including TCP/IP
- Active Directory / Network Infrastructure / Application Infrastructure
- Expertise in VMWare
- Expertise with proxy appliance and protocols
- Basic database concepts
- Familiarity with backup and recovery strategies
- Security and patch management
- Storage Area Networks (SAN)
- Administration of complex Group Policy objects

Ability to:
- Prioritize and identify needs and solve problem independently
- Meet schedules and timelines
- Supervise, select, train, coordinate and evaluate assigned staff
- Maintain a high level of professionalism making the needs of customers a top priority
- Adapt easily to work assignments, additional priorities

PHYSICAL DEMANDS
The physical requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out essential job functions. Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

- Persons performing service in this position classification will exert up to 40 pounds of force frequently to lift, carry, push, pull, or otherwise move objects.
- This work involves sitting most of the time, but may include extended periods of walking or standing.
- The position requires the ability to receive and provide oral, visual, and written communications.

EXPERIENCE AND EDUCATION REQUIREMENT
Any combination of experience and training that would likely provide the required knowledge and skill is qualifying. A typical way of obtaining the knowledge, skills and abilities would be:

Education:
A Bachelor's Degree in Computer Science, Information Technology, Information Systems, or other technology related field of study is required.

Experience:
A minimum of four (4) years of relevant job experience with increasing responsibility for major information systems, and a minimum of two (2) years of experience in a lead or management position.

LICENSE AND/OR CERTIFICATE REQUIREMENT
- Possession of a valid California Motor Vehicle Operator's License and evidence of insurability is required