

SAN JACINTO UNIFIED SCHOOL DISTRICT

TECHNOLOGY SYSTEMS MANAGER

DEFINITION

Under the direction and supervision of the Director of Technology, the Technology Systems Manager performs a variety of technical duties involved in the design, installation, configuration and maintenance of the District's wide-area network (WAN) and local area networks (LAN). This position will require the incumbent to resolve network related problems, maintain and oversee operations for the District's telecommunication systems and assist in the development of policy for network and computer systems use. The Technology Systems Manager will also work with staff to develop standards for hardware and software use and exercise first level technical and functional supervision over selected staff for specific projects.

ESSENTIAL FUNCTIONS

- Install, configure and maintain file and print servers, email servers, routers, switches, firewalls, web servers and e-mail servers
- Maintain network security and use policies
- Analyze and optimize network traffic
- Recommend and implement network and server upgrades
- Coordinate maintenance of network printer and peripheral connections
- Oversee the process for add/move/deletes of network user accounts
- Maintain configuration of server backups and coordinate regular rotation of backup media
- Maintain a variety of records and prepare reports
- Perform routine and preventative file server and network maintenance
- Coordinate projects and installations with vendors and administration along with promoting a cohesive working relationship
- Assist in the design and maintenance of a wide-area-network
- Possess knowledge and provide leadership as telecommunication needs arise
- Understand and carry out oral and written directions
- Establish and maintain cooperative relationships with management, other employees and persons contacted through the course of work
- Make recommendations for site technology needs, including electrical wiring, cabling equipment, furniture and telecommunications
- Manage and oversee the installation of telecommunication, data, projection and CATV cabling throughout the District
- Work closely and collaboratively with Facilities & Operations
- Communicate with users to help solve problems with District applications and procedures
- Prepare and oversee records related to passwords, software licensing, work orders and other computer related matters
- Assist in highly confidential personnel issues as they relate to use of electronic equipment
- Oversee operations of the department, as needed, or when the Director is not present
- Diffuse potentially volatile situations
- Develop and maintain effective relationships with students, parents, staff and administration
- Follow written and oral direction
- Participate in District in-service training as required
- Serve as part of the District's management team dedicated to the social, emotional and educational development of all students

- Maintain confidentiality
- Support and implement the District's Strategic Plan
- Promote equity and fairness and respect among all staff members
- Possess and utilize effective decision-making, problem solving and conflict management skills
- Implement and maintain multiple projects and deadlines
- Perform other duties as assigned

QUALIFICATIONS

Knowledge of:

- Windows microcomputer applications, operations and peripheral equipment
- Install and support network devices such as switches, proxy servers, and application-specific servers
- Support and maintain VMware virtual server environment
- Support and maintain Storage Area Network (SAN) infrastructure
- Support and maintain 2008/2012 Active Directory and Office 365 e-mail environment
- Implement and maintain a secure network
- Local/wide-area network administration, including Ethernet, Cat 5e, Cat 6 and fiber
- Methods, materials, equipment and tools used in the maintenance of both personal computer and microcomputer systems
- Methods, tools and procedures used in the installation, repair and maintenance of microcomputers, local/wide area networks, file servers, peripheral equipment and related applications and systems software
- Modern office practices and procedures
- Proper English usage, reading, writing, punctuation and math at a level necessary to perform assigned tasks
- Safety rules and regulations as applicable for computer technology and industry standards
- Laws and regulations pertaining to technology
- Principles and techniques of supervision and training
- Software used in educational/office settings
- MS Windows 2008/2012 Server / Windows 7, 8, 10.
- MS Office XP/2003/2007 or current productivity software

Ability to:

- Obtain and provide the District with a complete Department of Motor Vehicles (DMV) Vehicle/Vessel Registration (VR) Information Record upon request
- Complete a DMV Employer Pull Program - Authorization for Release of Driver
- Drive a personal vehicle for travel related to the duties of this position (Vehicle must be available and maintained throughout employment in this position)
- Collaborate, share ideas and promote positive working relationships with other technical staff
- Plan, organize and supervise the operation of the information systems at site and District levels
- Direct the work of others
- Work under pressure, deadlines and schedule meetings with a minimum of technical assistance
- Exhibit a high level of discretion
- Prepare and interpret plans and specifications
- Use good judgment in the application of District and school policies
- Perform effectively and efficiently in situations requiring tact, diplomacy and good judgment

- Communicate, enforce and apply District, state and federal rules, policies, procedures, standards, regulations and laws
- Provide effective documentation for both existing and on going network configurations
- Prepare oral and written reports
- Demonstrate effective supervision skills
- Demonstrate effective communication and interpersonal skills, both written and oral
- Demonstrate strong scheduling and organizational skills
- Meet demanding timelines and schedules
- Work independently with little direction
- Prepare comprehensive narrative and statistical reports
- Analyze situations accurately and adopt an effective course of action
- Assist in diagnosis and correction (or facilitate correction) of computer communication problems
- Assist in diagnosis and determination of action to correct data communication problems
- Assist in installation and configuration of computer hardware and software of personal computers and microprocessors, both stand alone and networked
- Assist in preparation and maintenance of work records and schedules
- Complete necessary reports
- Assist in effective diagnosis of maintenance and repair problems and take appropriate action to resolve problems
- Assist in testing of new and existing computer equipment
- Diagnose and troubleshoot basic network and data communications issues
- Learn and follow the operations, procedures, policies and requirements of an assigned program of operational unit
- Operate tools, advanced hardware and software diagnostic equipment
- Perform network administration on network systems and advanced administration on file servers
- Perform diagnostics on microcomputers, networks, file servers, peripheral equipment and related applications and systems software
- Perform mathematical calculations using addition, subtraction, multiplication and division at a level sufficient to perform required duties
- Provide orientation and training to new members of the Department
- Read and interpret technical manuals
- Recover lost files, convert data across multiple file formats and download updates such as drivers from the Internet
- Understand and carry out verbal and written instructions, policies and procedures in an independent manner
- Speak Spanish (desirable)

EDUCATION (degrees/licenses/certificates)

- Bachelors Degree in Information Technology, Business or other related field desired
- Possess and maintain a valid California Class C driver's license, personal auto liability insurance, and a good driving record
- Possession of a valid and appropriate California driver's license; have minimum required insurance coverage as mandated by the state of California for operation of a vehicle

EXPERIENCE

- Five (5) or more years of experience with file server installation and advanced local area network administration, including Windows server 2008, preferably 2012

- Must demonstrate knowledge of configuring, troubleshooting and maintaining an Active Directory Structure., including group policies
- Must demonstrate knowledge of configuring, troubleshooting and maintaining a Microsoft Exchange environment, Exchange Online experience preferred
- Must demonstrate knowledge of configuring, troubleshooting and maintaining virtual servers, VMware environment preferred
- Five (5) or more years of experience in the installation, maintenance and repair of computers and related equipment and networking of technology systems are required
- Four (4) years experience “hands on” with Windows 7 and/or 8, in an Active Directory environment
- SQL database experience/knowledge preferred
- Java script or similar programming skills preferred
- School District experience preferred

WORKING CONDITIONS

Environment:

- Varies from a climate controlled office setting to working outdoors with temperatures ranging from mild/moderate to extreme cold/heat
- Office environment; constant interruptions
- Outdoor environment; drive a District or personal vehicle to conduct work, visit school sites, travel to other organizations and companies, meetings and workshops

Physical Abilities:

- Hearing and speaking to communicate within normal range (approximately 60 decibels), give directives to small or large groups of people and exchange information in person and on the telephone
- Read printed material and computer screens
- Dexterity of hands and fingers to operate a computer keyboard and other office equipment
- Ability to lift and carry 30 pounds
- Ability to exhibit a full range of motion for shoulder, elbow, back, hip and knee
- Ability to sit for extended periods of time, stand, stoop, bend, climb and walk
- Ability to climb a ladder for purposes of inspection when necessary
- Ability to work in a wide range of weather conditions
- Kneeling, bending at the waist and reaching overhead above the shoulders and horizontally to retrieve and store files and supplies

EQUAL OPPORTUNITY EMPLOYER

Revised 10/07/08, 11/02/09, 11/17/09, 08/11/15

Board Information Item

Board Approved 12/08/09, 09/08/15