MT. DIABLO UNIFIED SCHOOL DISTRICT

INFORMATION TECHNOLOGY OPERATIONS MANAGER

SUMMARY DEFINITION:

Under the general supervision of the Director of Technology and Innovation, manages a team in the successful operation of the District's network, infrastructure, and enterprise systems; conceptualizes, plans, and manages long term initiatives and endeavors; directs the development and maintenance of systems, operations, projects, services and hardware; serves as an information technology advisor to other departments; and performs related and other work as required to provide responsive, cost effective and innovative education and business services in support of the District's mission and vision.

DIRECTLY RESPONSIBLE TO:

Director of Technology and Innovation

EXAMPLES OF DUTIES (to include, but not limited to):

E = Essential Functions (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of duties, knowledge or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

- Participates in strategic leadership in anticipating and developing appropriate and innovative responses to future needs and challenges regarding the District's information technology functions. **E**
- Participates in the development and management of global standards for information technology and Engineering data center(s) including asset life-cycle management (hardware, software, and information assets). **E**
- Participates in the development and implementation of Information Technology policies, standards, practices and security measures. **E**
- Provides security/regulatory requirements tracking & compliance management.
- Manages technical projects involving computer infrastructure. **E**
- Defines, develops and standardizes information technology project management practices, governance standards, processes and metrics. **E**
- Leads technical support staff, including contracted vendors; formal process design and implementation; disaster recovery business continuity; MS Windows desktop and enterprise class servers; backup and recovery; troubleshooting network problems with LAN connectivity. **E**
- Manages a staff of technicians tasked with maintaining and updating the District's data center(s), school infrastructure, and data and information systems. **E**
- Provides daily direction and mentoring to team members and technical leaders. **E**

- Provides ongoing technical and leadership expertise in supporting the District's network and infrastructure, and data and information systems. **E**
- Manages the data center's power and capacity, planning, security administration, lights-out operations, equipment inventory, enterprise applications, desktop applications, network, telecommunications and radio systems, emergency response, outsource management, equipment end of life process, standard operations procedure documentation, backup and physical security. **E**
- Participates and takes a lead role in special information technology projects as they pertain to increasing the District's information technology technical capabilities. **E**
- Maintains knowledge of developments in the area of systems and technology to assure the new developments in technology field, best practices, industry standards and security are considered and incorporated into current and future systems where applicable. **E**
- Participates in the selection and management of high-level vendors; participates in the development and administration of vendor contracts.
- Meets, as required, with other agency information technology departments to discuss problems associated with equipment and/or software products and to keep current with the latest developments in the field.
- Contributes to the development and management of budgets.
- Interprets and communicates work procedures and company policies to staff; communicates with other Departments and Managers to resolve problems and expedite work.
- Plans, directs and manages the activities of technical and non-technical staff within the department of information technology as assigned. **E**
- Provides assistance to District staff in meeting their information needs.
- Performs other duties as required.
- Attention to detail, oral and written communication, conflict management, organization, scheduling, time management, good business acumen and customer relationship management.

DESIRED JOB RESPONSIBILITIES:

- Experience managing/using the CALPADS state reporting data system to submit, analyze, and verify local education agency data.
- Experience writing complex SQL queries using SQL Server. Competency in the use of current versions of Microsoft Office applications.
- Applicable sections of State Education Code and reporting requirements.
- Proficient in Excel, Word, PowerPoint, Access, Outlook, and Internet searches.
- Recordkeeping and report preparation techniques.
- Operations of computer and assigned software.
- Research and development skills/methods.
- Oral and written communication skills.
- Interpersonal skills using tact, patience, and courtesy.
- Principles and practices of administration and training.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Modern office practices, procedure, and equipment.

EDUCATION AND EXPERIENCE:

Must possess the following requirements of the equivalent for each of the items:

- Any combination equivalent to: Bachelor's degree in information technology, information systems, computer science, or a closely related field; or any combination of professional training or experience.
- Industry certifications in relevant information technology fields.
- Experience in directing/supervising the work of others.

KNOWLEDGE OF:

- Federal, state, and local laws and regulations, as well as District policies and procedures, or the ability to obtain this knowledge.
- Data center operations including HVAC and power management for lights-out operations; LAN and WAN networks; telecommunications (VoIP); WiFi and radio communications; SAN and NAS data center requirements.
- Project Management Institute (PMI) best practices as outlined in the Project Management Body of Knowledge (PMBOK) is highly desirable.

ABILITY TO:

- Lead a highly technical team of individuals in meeting established service levels.
- Exercise good judgment and tact.
- Work effectively with all segments of the educational community and general public.
- Identify, assemble, and analyze data from a variety of sources, and make appropriate recommendations for action.
- Oversee the maintenance of records and reports consistent with defined requirements.
- Maintain the confidentiality of student and staff records and information.
- Communicate effectively and efficiently with District staff, elected officials, other government agencies, vendors and contractors, consultants, service providers, boards and commissions, the public, and parents and students.
- Recognize future avenues of information service development and conceptualize appropriate plans and responses.
- Work successfully in a team environment, as well as a public agency unionized environment.
- Explain difficult material simply and logical thinking.
- Design and implement procedures.
- Express oneself clearly and concisely, both orally and in writing.
- Performance of all of the clerical and administrative record keeping duties of the position including operation of computer software programs.
- Manage information technology documentation processes and procedures.

Licenses and Other Requirements:

Possession of a valid California Class C driver's license, and proof of insurance are required.

Working Environment:

Office environment, driving a vehicle to conduct work. With or without accommodation, the ability to see and hear to conduct work and speak to exchange information. The ability to stand and sit for extended periods of time, reach overhead, above the shoulders, and horizontally, or bend at waist to retrieve and store files. Reading, writing, operating computer keyboard.

Physical Abilities:

Hear and speak to make presentations and exchange information in person and on the telephone; communicate so others will be able to clearly understand normal conversation; dexterity of hands and fingers to operate a computer keyboard and manipulate paper; see to read, prepare documents and reports and to observe other personnel; sit or stand for extended periods of time; work at a desk, conference table, small student classroom table, or in meetings in various configurations; hear and understand speech at normal levels; kneel, bend at the waist, reach overhead, above the shoulders, and horizontally; lift objects weighing up to 60 pounds.

BOARD APPROVED:

OMA, Salary Range