SAN RAMON VALLEY UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Manager, Systems Administration and Technical Support	REPORTS TO:	Director of Technology
DEPARTMENT:	Technology	CLASSIFICATION:	Classified Management
FLSA:	Exempt	WORK YEAR:	225 Days
BOARD APPROVAL: REVISED: REVISED:	April 9, 2002 October 20, 2009 June 12, 2018	SALARY:	Range H2, Management Salary Schedule

SUMMARY DEFINITION: Under general supervision this position manages and leads major, complex, district-wide directory service oriented system administration and technical support programs with considerable independence, including transition to comprehensive directory and email systems. Supervises assigned staff. Plans, organizes, directs, and supervises system administration and technical support activities and contractors as assigned.

REPRESENTATIVE DUTIES: Incumbents may perform any combination of the essential functions shown below [E]. This position description is not intended to be an exhaustive list of all duties, knowledge or abilities associated with this classification, but is intended to accurately reflect the principal job elements.

E= Essential Functions

Plans, directs, organizes, coordinates, and supervises the activities of the technical support and system administration staff and other Technology Department employees as directed. **E**

Manages district technical support functions, including the use of telephone and database driven technical support work order systems, outside vendors, contractors, consultants, and other assets as necessary. **E**

Runs complex projects/programs from design and development to production; plans and schedules project deliverables, goals, and milestones. **E**

Develops, organizes, and implements short and long range plans for building, installing, configuring, managing, maintaining, and supporting district and site data/voice/video servers, routers, switches, software, systems, and services. **E**

Develops and organizes short and long range plans for the implementation of comprehensive directory, e-mail, calendar, and other network services at both district and site levels. **E**

Develops and organizes short and long range plans for acquiring, deploying, and maintaining hardware and software systems supporting Management, Library, and Student Information Systems. **E**

Develops district standards for computer hardware and software to assure the integrity, efficiency, and cost effectiveness of school, library, and administrative computer systems. **E**

Develops and organizes short and long-range plans for the implementation of network security, data backup, disaster recovery, and antivirus software and hardware systems. **E**

Plans and coordinates training and workshops for district staff as needed; provides and coordinates training for Technology staff; presents in-service for site technical support; travels to user sites as necessary. **E**

Assesses the effectiveness of technical support provided to district and site users through formal meetings, district surveys, work order systems statistics, and informal communications with users in group and one-on-one presentations. **E**

Works with district and site personnel to resolve conflicts, schedule activities, and coordinate tasks. **E**

Determines resolution of users' technical problems; develops procedures that are compatible with District standard hardware and software; interfaces with Management Information Systems personnel. **E**

Participates in developing plans for erate. **E**

Assists in the development and implementation of district cybersecurity plan. **E**

Participates in development and implementation of District and department technology goals, priorities, standards, and procedures. **E**

Attends professional learning and conference opportunities regarding District business and other topics relevant to this position, and other professional meetings. **E**

Performs related duties as assigned.

Maintains a positive, helpful, resourceful attitude and working relationship with the supervisor, team members, other District employees, the Board of Education, students, parents and the general public at all times in all circumstances.

MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The qualifications listed in this document are the minimum qualifications required in order to successfully be considered and hired for the position.

TRAINING, EDUCATION AND EXPERIENCE:
Any combination of experience and education equivalent to: graduation from an accredited four-year college or university with a computer science or related degree; three years of experience in a technical support role and in an MIS environment in a large organization with heterogeneous systems and networks, including at least one year of project management experience, and one year of experience in management, operation and supervision.

LICENSES AND OTHER REQUIREMENTS:
Valid California Driver's License and the ability to transport self to any district location.

KNOWLEDGE, SKILLS AND ABILITIES: The requirements listed below are representative of the knowledge, skill and/or ability required.

KNOWLEDGE OF:
Conflict resolution techniques.
General and detailed knowledge of technical support and system administration functions.
Hands-on technical expertise with current school district network operating systems.
Desktop operating systems including, Windows and MAC OS.
Application software in a school or large corporate environment including Windows and Mac environments.
Education-specific database applications.
Web-based educational and productivity applications.
Internet and LAN server construction, configuration, administration, support, and repair.
Personal computer systems, wired and wireless systems infrastructure, and related equipment maintenance.
Requirements and restrictions of networked operating systems.
Legal requirements, codes and guidelines related to assigned projects.

Principles and practices of training and providing work direction.
Project and program planning techniques, scheduling and control.
Systems and procedures analysis and development.
Hands-on technical expertise with physical computer and communications networks.

ABILITY TO:
Meet District standards of professional attitude as outlined in the Management Code of Ethics.
Work independently under the direction of the Director of Technology.
Plan, direct, train, supervise, and evaluate the work of assigned staff.
Coordinate and direct meetings requiring the cooperation and participation of diverse staff members.
Analyze complex information needs and provide appropriate computer system solutions.
Analyze and evaluate networked system problems, provide appropriate solutions.
Analyze and evaluate effectiveness of prospective software applications, implement as required.
Troubleshoot and solve problems quickly and accurately.
Perform software and systems analysis for cost efficient, auditable and secure systems.
Develop test techniques to test complex computer software programs.
Conduct surveys and studies to assist in determining district, user and system needs.
Establish and maintain effective working relationships with others.

LANGUAGE SKILLS:
Ability to read, write, hear, and speak in English;
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals including policies and procedures and equipment manuals;
Skill in writing routine draft instructions, reports and correspondence;
Skill in speaking effectively one-one and/or before internal and/or external groups.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: The physical demands and the work environment characteristics described here are representative of those that an employee encounters while performing the essential function of this job and must be met by the employee to successfully perform the essential function of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORKING CONDITIONS:
ENVIRONMENT
Mostly indoor environment. Some travel from worksite to worksite.

PHYSICAL ABILITIES:
Standing or sitting for extended period of time; hearing and seeing to observe and respond to computer functions, hearing and speaking to exchange information; lifting moderately heavy objects; reaching overhead and above the shoulders to retrieve materials and supplies; kneeling or crouching to install computer software or peripheral equipment; bending at the waist; dexterity of hands and fingers to operate a computer keyboard.

HAZARDS:
None known.

OTHER QUALIFICATIONS:
Must successfully pass the District's pre-employment fingerprinting and TB testing.

APPROVALS:

Keith J. Rogenski   6/13/18

Keith Rogenski   Date
Assistant Superintendent, Human Resources

Rick Schmitt   6/13/18

Rick Schmitt   Date
Superintendent