



**POSITION DESCRIPTION**

<b>JOB TITLE: Manager of Technical Services      Job Code: 2605</b>		
<b>DATE</b>	<b>DEPARTMENT OR SCHOOL Department of Technology</b>	<b>DIVISION Technical Services</b>
<b>BARGAINING UNIT:</b>		<b>FLSA STATUS:</b> <input type="checkbox"/> Exempt <input type="checkbox"/> Non exempt
<b>Pay Schedule:</b>	<b>Pay Range:</b>	<b>APPROVALS</b>
<b>POSITION SUMMARY:</b> Provides technology leadership in the development and implementation of District wide technology infrastructure systems. The Manager of Technical Services will plan, implement and support technology based solutions to achieve effective student and business systems and processes. This responsibility includes the management and operation of centralized systems and definition of standards for supporting hardware and software, along with planning and implementation of upgrades and newly defined systems.		

**DESCRIPTION OF THE JOB:** DESCRIBE THE SPECIFIC DUTIES AND RESPONSIBILITIES OF THE JOB AS ACCURATELY AND COMPLETELY AS POSSIBLE. Indicate the approximate percentage of time devoted to each major task or group of related tasks. Identify essential functions of the job with an asterisk (\*) An essential function must meet the following criteria: 1) the reason the position exists is to perform that function, 2) no other employee is available to perform that function, 3) the function is highly specialized, and 4) removing the function would fundamentally alter the job.

1. Leads and supervises the Technical Services staff and guides their efforts in planning and supporting new and existing technology resources Provides effective leadership for employees, including setting clear goals and objectives, monitoring progress toward goals and objectives, providing feedback and coaching, conducting formal reviews and recognition. Promotes equal opportunity in all personnel matters and decisions.
2. Functions as a primary resource for users and Technical Services staff members. Delivers knowledge and guidance for all technology related issues District wide.
3. Maintains oversight of all District infrastructure elements including but not limited to servers, storage management, database management, virtualization, recovery management, threat management, application security, video systems and voice communications.
4. Monitors hardware and software performance and maintenance requirements and plans timely and complete resolution to capacity bottlenecks. Recommends technology changes and upgrades to meet future demands.
5. Develops, implements and maintains comprehensive security and disaster recovery plans to ensure the continuity of operations during and after a catastrophic event.
6. Develops and implements production and change control standards and monitors adherence of daily operations to established procedures and standards.
7. Works with technology and user management to develop and implement district security procedures as they relate to network, application and database access. Ensures compliance with the District's Information Policies and Standards.
8. Assists in development of staff and budget projections. Adheres to Technology Department and District contract and budget expenditure approval policies and procedures for all division activity.
9. Obtains and manages staff required to ensure a successful, responsive computing environment
10. Identifies emerging technologies and develops an understanding of how they can assist and advance the District's goals.
11. Actively supports the MPS Strategic Plan.

12. Performs other duties as assigned.

**SUPERVISION RECEIVED:** (Indicate the extent to which work assignments and methods are outlined, reviewed, and approved by others.)

Reports to the Director of Technology and receives strategic direction. Work is reported and reviewed as part of periodic strategic project status reviews and weekly technology management status meeting and reports.

**SUPERVISION EXERCISED:** (List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following: (a) assign duties; (b) outline methods; (c) direct work in process; (d) review completed work; (e) sign or approve work; (f) make hiring recommendations; (g) prepare performance appraisal; (h) take or recommend disciplinary action.

Responsible for supervision of the Technical Services Group consisting of 23 FTEs.

Manages and supervises:

- 3 Technical Services Supervisors
- 3 Security Analysts
- 7 Systems Programmers
- 3 Database Analysts
- 3 Telecommunications Specialists
- 4 IT Service technicians

**JOB REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

**Education/Experience Requirements** (Include certificates, licenses, and/or registrations required.)

A minimum of a bachelor's degree in MIS or a related discipline with six or more years of experience in MIS including four or more years leading infrastructure services with large, multi-facility technology implementations.

**Knowledge, Skills, and Abilities**

Excellent oral and written communications skills, strong leadership traits and ability to maintain constructive interpersonal relationships with staff at all levels in the District. Ability to work effectively and cooperatively as a member of a team. A strong grasp of computer and telecommunications systems with new technology emphasis. Working knowledge of all common Microsoft server and desktop products as well as extensive knowledge of local and wide area networking and information security. Familiarity with engineered database systems. Working knowledge of database concepts and programming skills. Must be able to handle multiple projects with varying deadlines. Must be able to work cooperatively with a diverse staff at all levels of the organization.

**WORKING ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

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Includes working in a normal office environment and occasionally in and around schools and students. Involves working with cables strung in ceilings, through floors and other difficult places.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodation.

Occasional lifting hardware components, printers, and supplies in the course of setting up and installing computer related equipment. Ability to climb and work on a ladder during the course of installing communication cables. Ability to read video display screen and to use a keyboard and mouse to communicate with computer software. Minimal travel to school locations.

**THIS DESCRIPTION DOCUMENTS THE GENERAL NATURE AND LEVEL OF RESPONSIBILITY**

**ASSOCIATED WITH THIS POSITION. IT IS NOT INTENDED TO BE A COMPREHENSIVE LIST OF ALL ACTIVITIES, DUTIES AND RESPONSIBILITIES REQUIRED OF INCUMBENTS. IT IS NOT INTENDED TO LIMIT OR MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND MONITOR THE WORK OF EMPLOYEES UNDER SUPERVISION.**