SEQUOIA UNION HIGH SCHOOL DISTRICT
Job Description

JOB TITLE	**Manager of Technical Services**
ADMINISTRATIVE RELATIONSHIP	Under the direction of the Chief Technology Officer.
CLASSIFICATION	Classified Management
REQUIREMENTS	**Experience**: Five years of professional, increasingly responsible experience in a multi-site networked environment including two years of supervisory experience. Experience in the public sector or educational environment is preferred. Experience may be substituted for equivalent years of education. **Education**: Bachelor's degree from an accredited college or university in a related field. Education may be substituted for equivalent years of experience. Any combination of education or experience equivalent to a BS or BA from a four-year college, university, or technical school. Technology emphasis is preferred. **License**: Preferred - any combination of industry certifications in the field of Networking and/or Technology management. California Driver's License
SALARY SCHEDULE	Classified Management Salary Schedule
WORK YEAR/HOURS	
LOCATION	Technology Department
BOARD APPROVAL	May 11, 2022

BASIC FUNCTION

Under the supervision of the Chief Technology Officer, plans and executes goals and objectives of the District's technical support program; supervises and provides direction to assigned technical support personnel; evaluates program effectiveness.

DISTINGUISHING CHARACTERISTICS

Demonstrates expertise in network systems management and a strong knowledge of operating a high

availability messaging infrastructure. Hands-on familiarity with appropriate network architecture designs and communication protocols. Minimum 5 years of successful experience in a network and messaging environment. Experience with leading and managing teams required.

ESSENTIAL FUNCTIONS

- Establishes and manages technology access and performance monitoring systems and procedures; takes appropriate action to respond to outages, suspected security breaches, and other issues impacting the accessibility of technology resources for the preservation of network reliability; investigates, diagnoses, and resolves complex technical issues to continuously improves network services support experience and incident response procedures.
- Leads advanced network and server troubleshooting; coordinates department response to major incidents; documents diagnosis and resolutions; Designs, installs, maintains, and documents district technology infrastructure.
- Develop a disaster recovery plan, fortify security systems, and implement policies, standards, and procedures intended to prevent the unauthorized use, disclosure, modification, loss or destruction, and recovery of data on the district's network.
- Manages complex technical projects including requirements definition, budget development, stakeholder engagement, technical design, implementation, staff training, and communications.
- Assist in the development, coordination, and preparation of the annual preliminary budget for the Technical Services group.
- Assigns and manages project-based activities and ongoing team member support assignments to assure effectiveness and a balanced workload.
- Provides training and work direction to and evaluates assigned technical support team personnel to improve technical support team knowledge and skills.
- Serves as a technical liaison for technology issues presented by site and district leadership.
- Conducts forensics public information requests.
- Prepares, maintains, and delivers reports, notifications, and presentations related to assigned activities including IT projects, service outages, and technical support program effectiveness.
- Assist in the development and execution of the District's Education Technology Plan; collaborates with other departments, to develop training and technology vision/direction for all students, teachers, and staff.
- Participate in the development and implementation of District and department technology goals, priorities, standards, and procedures.
- Collaborates with other departments to develop technology standards and ensures school infrastructure can support current and anticipated instructional and administrative needs.
- Manages the process to secure appropriate funding sources and discounts such as e-rate, CTF, CALNET, etc.
- Ensure proper product selection, bid process, ordering, receiving, imaging, implementation, delivery, repair, and eventual salvage of all district technology.
- Plans for project staffing, equipment, and systems needs in anticipation of enrollment and technology program growth.
- Anticipates future technology needs and establishes plans to ensure a consistently up-to-date and high-performing infrastructure.
- Facilitates effective communication and collaboration within the support team, other IT members, consultants, and vendors.
- Operates and maintains a variety of specialized equipment and software related to assigned duties including a computer and assigned software.
- Maintains current specialized and advanced knowledge of networking hardware and software;

maintains appropriate network management and security certifications or demonstrates equivalent knowledge.
- Participates in staff meetings to communicate objectives, share updates, collaborate and gather feedback from personnel.
- Performs other duties as assigned that support the overall objective of the position.

KNOWLEDGE OF:
- Network architectures and theory and principles of secure network design and integration
- Principles, practices, and methods of cyber-security infrastructure, vulnerability management and incident response procedures
- Principles and methods of enterprise-level data management and data storage technology solutions
- Systems/network configuration and management; internet/intranet technologies and design concepts
- Operating system architectures and characteristics, components, uses and limitations applicable to the district information technology environment
- Database management systems and software, including architectures, diagnostic tools, commands and utilities
- Project management methods, tools and techniques; troubleshooting principles and practices applicable to areas of responsibility
- Record-keeping and report preparation techniques including design documentation
- Principles and practices of supervision and training
- Applicable sections of State Education Code and other applicable laws and collective bargaining agreements
- Result and performance evaluation techniques pertaining to program and personnel performance effectiveness; conflict resolution strategies and team-building principles and techniques

ABILITY TO:
- Work with other technical personnel on highly sophisticated networked projects
- Analyze complex administrative and data systems, identify problems and develop logical conclusions and effective solutions.
- Establish and maintain effective working relationships with staff of user departments and data processing employees.
- Clearly document procedures and provide training for staff and users on implementation and operation requirements of the system.
- Communicate effectively to both technical and non-technical users.

Incorporated within one or more of the previously mentioned performance responsibilities, which are essential functions of this job description, are the following essential physical requirements:

- Ability to work at a desk and in meetings of various configurations.
- Ability to read a variety of materials and computer screens, and prepare/process documents.

- Ability to operate standard office equipment, computer keyboard, and other equipment necessary to complete the required duties.
- Ability to communicate so others will be able to clearly understand a normal conversation.
- Ability to understand speech at normal levels.
- Ability to bend, twist, and stoop
- Ability to reach overhead, above the shoulders, and horizontally.
- Ability to push, pull, and transport work-related materials and equipment.
- Ability to drive a vehicle to conduct business.
- Hearing and speaking to exchange and present information.
- Sitting, standing, or walking for extended periods of time.

WORK ENVIRONMENT
- Varied work environments generally encompassing all types of buildings throughout the district.
- Extensive work inside of a technical environment subject to constant interruptions.