

CAPISTRANO UNIFIED SCHOOL DISTRICT  
San Juan Capistrano, California

**MANAGER I, FIELD SERVICES**

**DEFINITION**

Under the direction of the Manager II, Technical Services, the Manager I, Field Services supports the educational programs of the District by managing, planning, and organizing the day-to-day operations of technical services provided to departments and sites.

**EXAMPLES OF DUTIES**

*The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification.*

1. Oversee the management, installation, repair and maintenance of hardware, software, and network technology.
2. Manage a variety of projects from beginning to end.
3. Confer with site administrators and staff providing technical assistance.
4. Track and analyze hardware and software trends and needs through the District.
5. Coordinate and communicate with sites, vendors, and the purchasing department for technology quotes and purchases.
6. Manage and organize incoming and outgoing equipment to ensure accuracy, completeness and conditions of items for conformity to purchase order specifications.
7. Participate in the development and implementation of departmental goals, objectives, priorities, standards, and procedures.
8. Enforce District technology and security policies and standards.
9. Perform need assessments, feasibility planning and other research and make recommendations as appropriate.
10. Keep up-to-date with trends, changes and developments in technology.
11. Establish, maintain and nurture professional relationships with management, colleagues, staff, and school related outside agencies.
12. Evaluate, supervise and counsel members of classified staff to improve employee performance ensuring staff adhere to District, state and federal professional standards.
13. Prepare and maintain a variety of reports, records and files related to assigned activities and personnel.
14. Participate in personnel management systems, including the recruitment, selection, retention and separation of personnel.
15. Attend professional learning and conference opportunities regarding District business and other topics relevant to this position, and other professional meetings.

**QUALIFICATIONS**

**Knowledge of:** Applicable sections of State Education Code and other applicable laws and collective bargaining agreements; current computer network technology; basic industry-standard networking principles and practices including networking protocols; PC and Apple hardware and software, networking equipment and other peripherals; procedures and practices regarding procurement and

**QUALIFICATIONS (Continued)**

**Knowledge of:** disbursement of supplies and equipment; methods used in receiving, inspecting, storing, issuing, replenishing, inventorying, and delivering materials, supplies and equipment; methods, tools and equipment used in the installation and service of hardware and software; Microsoft Active Directory Services, and virtualization technologies; practices and procedures of efficient organization and supervision; practices, procedures, techniques, and strategies for determining operational effectiveness; principles and practices of supervision and training; result and performance evaluation techniques pertaining to program and personnel performance effectiveness; human relations, conflict resolution strategies and team building principles and techniques; record-keeping and report preparation techniques; principles and techniques for project planning, effective oral and written communication skills.

**Ability to:** Assist with managing and leading the functions and activities in the technical services division of a school district; demonstrate effective, organizational, and administrative leadership; read, interpret, apply, and explain rules, regulations, policies, and procedures; supervise, evaluate and discipline subordinates; analyze and evaluate data for specific use; demonstrate organizational, time management, analytical and problem solving skills; communicate effectively both orally and in writing using tact and diplomacy; train and instruct others in performance of their duties; understand and carry out oral and written instructions; use interpersonal skills with tact, patience and courtesy; maintain confidentiality; prioritize workload and conflicting demands; establish and maintain records; comply with the District's customer service standards, as outlined in Board Policy.

**Education:** Graduation from high school or equivalent. Coursework in computer and network operations. Associate's degree from an accredited college or university in a related field preferred.

**Experience:** Five years of professional, increasingly responsible experience in a multi-site networked environment including one year of supervisory or lead experience. Experience in public sector or educational environment preferred.