

CAPISTRANO UNIFIED SCHOOL DISTRICT
San Juan Capistrano, California

MANAGER II, TECHNICAL SERVICES

DEFINITION

Under the direction of the Director I, Information Systems, the Manager II, Technical Services supports the educational programs of the District by managing, planning and organizing the day-to-day operations providing customer service to school sites and departments with technology installation, repair and maintenance.

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 day-to-day operations providing school site and departmental installations, repair, maintenance and customer support.
2. Manage the installation, repair and maintenance of hardware, software and network technology.
3. Manage and support technology needs of District departments and school sites.
4. Collaborate with site administrators and other management staff providing technical expertise and assistance with complex projects.
5. Tracks and analyzes hardware and software problem trends.
6. Coordinate and communicate with sites, vendors, and purchasing department for all technology quotes and purchases.
7. Manage major technology purchase and implementation projects.
8. Manage the hardware and software inventory and warehouse control system.
9. Contribute to the leadership and direction in technology planning, technology acquisition, applications development and establishment of standards for hardware and software.
10. Participate in development and implementation of departmental goals, objectives, priorities, standards and procedures.
11. Contribute to the establishment and enforcement of technology and security policies and standards.
12. Coordinate personnel related issues including training and evaluating employees.
13. Perform need assessments, feasibility planning and other research and make recommendations as appropriate.
14. Keep up-to-date with trends, changes and developments in technology.
15. Evaluate, supervise and counsel members of classified staff to improve employee performance ensuring staff adhere to District, state and federal professional standards.
16. Prepare and maintain a variety of reports, records and files related to assigned activities and personnel.
17. Participate in personnel management systems, including the recruitment, selection, retention and separation of personnel.
18. 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; PC and Apple hardware and software, networking equipment and other peripherals; procedures and practices regarding procurement and 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; current computer network technology; basic industry-standard networking principles and practices including networking protocols, Microsoft Active Directory Services, and virtualization technologies; knowledge of physical wiring standards and network management software; 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: Manage and lead 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; establish, maintain and nurture professional relationships with management, colleagues, staff, and related outside agencies; 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: Bachelor's degree from an accredited college or university in a related field. Education may be substituted for equivalent years of experience.

Experience: Five years of professional, increasingly responsible experience in a multi-site networked environment including two years of supervisory experience. Experience in public sector or educational environment preferred. Experience may be substituted for equivalent years of education.