



NEW: Submitted:  
07/01/2019 05/14/2019

JOB TITLE:	SUPERVISOR IT OPERATIONS
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II/GRADE 8
WORK YEAR:	AS APPROVED BY BOARD
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8556
BARGAINING UNIT:	TECHNOLOGY

**SCOPE OF RESPONSIBILITIES**

Manages and implements all business-critical technical infrastructure components and supported technologies in the District. The scope of responsibilities includes the design, engineering, maintenance, upgrades, and implementation of all systems and peripherals associated with the delivery of technology and services to District staff and students.

**PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA**

- Assists in preparing and managing information technology specifications and project components of the District's capital construction projects, and provides day-to-day technical, operational, and maintenance support to the Information Technology technical operations, within established budget constraints
- Supervises technical staff and leads the implementation of standards, targets, policies, and plans to maintain and increase the operational efficiency, effectiveness, and meet project deadlines; manages all resources (people, funding, materials, equipment, and contractual services) efficiently to meet or exceed the quality, service, and value expectations of our customers
- Ensures the operational integrity of all systems by focusing on the quality, environment, reliability, scalability, health, safety, and security of the technical operations
- Develops and implements cost-effective solutions to meet customer expectations and technical requirements, and implements best practices and innovation across all technical operational areas
- Implements effective reporting processes and provides analysis and support to Information Technology with information required for various reports, budgets, ordering process and plans
- Ensures effective personnel management policies and practices are developed and implemented (e.g., time and attendance, workforce management, etc.) and ensures that resources are developed and deployed appropriately
- Works collaboratively with other functional leads to mitigate business risks
- Implements and adopts effective communication strategies at all levels of Information Technology operations
- Provides effective leadership that will enhance the teams' abilities to remain flexible and effective to the changing business needs
- Contributes to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business
- Evaluates staff as assigned
- Performs other duties as assigned by the designated supervisor
- Completes all trainings and other compliance requirements as assigned and by the designated deadline

**PHYSICAL DEMANDS**

The work is performed while standing, walking or sitting. The work at times requires bending, squatting, crawling, climbing and reaching with the ability to lift, carry, push, or pull medium weights. The work involves being exposed to marked changes in temperature and humidity, driving automotive equipment and exposure to dust, fumes, and gases.

MINIMUM QUALIFICATIONS
Bachelor's Degree or Five (5) years of directly related experience
Three (3) years of verifiable experience managing a technical services team
Project management experience with resource and cost planning, and estimation
A current, relevant, and industry-recognized certification, or the ability to complete department designated and department-paid certification(s) within twelve (12) months of hire
Effective communication skills

DESIRABLE QUALIFICATIONS
PMP, ITIL, Vendor Related Certifications
Experience in a diverse workplace