

# Information Technology Manager

**FLSA Status:** Exempt

**Last Revised:** January, 2017

Last Reviewed: July 2024

**DEFINITION:** Under administrative direction, the Information Technology (IT) Manager is responsible for planning, organizing, directing, and controlling the IT activities in one or more IT specialization areas of the agency, department, or organization. Incumbents perform IT managerial duties and interact with internal and external management levels, as well as executives and officials, to solve problems involving conflict or controversy requiring interpretation/application of policy. Incumbents supervise a staff of IT professionals.

**RESPONSIBLE TO:** Superintendent

**TERMS OF EMPLOYMENT:** 12 months

**PAY RATE:** Refer to Supervisory Personnel Salary Schedule

**ESSENTIAL FUNCTIONS:** *(Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the essential functions).*

1. Administer systems and servers related to district LAN and WAN (e.g. email systems, accounts, print queue, workstation ID, IP assignments, computer labs, classroom computers, security, antivirus, spyware, etc.) for the purpose of ensuring availability of services to authorized users.
2. Install network (client and server) software on a variety of platforms (e.g. service packs, application software, operating software, hardware upgrades, etc.) for the purpose of upgrading and maintaining District WAN/LAN and telecommunication systems.
3. Support and maintain the distance learning system.
4. System administrator for district Student Information System (SIS). Ensure timely data transmission, support and training on SIS.
5. System administrator for Financial Management System. Provide all technical assistance and off-site backups.
6. Provide technical assistance to all school sites as necessary.
7. Is a member of the technology committee and assists in planning.
8. Provide internet and network connectivity.
9. Participate in in-services and training involving technology.
10. Design computer networks (e.g. internet, web mail, FTP servers, etc.) for the purpose of ensuring effective and efficient operating systems.
11. Manage assigned projects and programs. Maintain network operations and software applications (e.g. servers (file, print, application, WEB, database, proxy, etc.), operating systems, district-wide server backup, routine maintenance programs, etc.) for the purpose of ensuring efficient operations.
12. Install and maintain components including television, intercom, and wireless services (e.g. migration to new systems, scheduling installations, product research, etc.) for the

purpose of delivering services in compliance with established guidelines and/or objectives.

13. Recommend policies, procedures and/or actions for the purpose of providing direction for meeting the district's goals and objectives.
14. Respond to inquiries from a variety of sources (e.g. staff, administrators, school site personnel, outside vendors and service providers, etc. ) for the purpose of providing technical assistance and support.
15. Train other District staff (primarily within the technology area) for the purpose of ensuring their ability to use new and/or existing operating systems and application software.
16. Transport various items for the purpose of ensuring the availability of materials required at the job site.
17. Troubleshoot malfunctions of network hardware and/or software applications within the District's local and wide area networks, television, wireless, intercom, telephones and security systems (e.g. servers, hubs, routers, network protocols, etc.) for the purpose of resolving operational issues and restoring services.
18. Verify user compliance with established policies, procedures, and guidelines.
19. Develop, implement, and maintain Information Technologies disaster recovery and contingency policies, procedures, and guidelines; establishes the infrastructure required to integrate the IT disaster recovery processes into the organization's business recovery plan. Establishes process and procedural standards to address routine, backup, redundancy, and recovery architectures in system design.
20. Develop and maintain backup and archive standards for day-to-day processes.
21. Participate and assist in the coordination of risk assessment, migration, and business impact analysis.
22. Assess the effectiveness of current information systems technology resources and capacity analysis and initiate actions to increase capacity or address system replacement needs, if necessary.
23. Maintain current knowledge of technological trends and advancements in the IT field and security management practices, laws, policies, and ethics.
24. Identify needs, obtain quotes, and purchase necessary IT hardware and software.

#### **QUALIFICATIONS FOR EMPLOYMENT:**

***Knowledge, Skills, and Abilities: (KSAs are the attributes required to perform a job; generally demonstrated through qualifying experience, education, or training.)***

*Knowledge of:*

- Concepts, principles, and design of data security and disaster recovery processes;
- Operations, programming, and interrelationships of data processing systems;
- Interoperability of micro-, midrange, and mainframe systems;
- Contingency storage and archive principles;
- Office application software required for reporting, tracking, and controlling systems;
- Systems management and security specific administrative applications;
- Organizational regulations, policies, and procedures; and
- Correct English usage including grammar, punctuation, and vocabulary.

*Skill to:*

- Develop and implement data security policies, procedures, guidelines, and training programs;
- Develop and implement an information disaster recovery plan and integrate it into the organization's business recovery plan;
- Train users in the application of security processes; and
- Prepare and present technical and management reports and presentations.

*Ability to:*

- Establish and maintain effective working relationships with employees;
- Evaluate and establish appropriate priorities;
- Work independently;
- Communicate clearly, concisely, and effectively, both orally and in writing; and
- Establish and maintain effective working relationships with others

***Required Certifications and Licenses:***

CPR certification and First Aid certification within the first six months of employment.

Possession of a valid driver's license or alternate means of travel.

***Experience and Training:***

Any combination of training, education, and experience that would provide the required knowledge, skills, and abilities. A typical way to gain the required knowledge, skills, and abilities is:

Bachelor's degree from an accredited college or university with major coursework in management information systems, business administration, or a closely related field **AND** four years of experience in computer security, disaster recovery planning, and contingency administration in the mainframe and microcomputer environments, including two years in the development of security or contingency policies and procedures

***Physical and Mental/Intellectual Requirements:***

The physical and mental/intellectual requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Strength, dexterity, and coordination to use keyboard and video display terminal for prolonged periods. Strength and stamina to bend, stoop, sit, and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references, and other materials. Some reaching for items above and below desk level. Some reaching, bending, squatting, and stooping to access files and records is necessary. The manual dexterity and cognitive ability to operate a personal computer using word processing and databases. The ability to interact professionally, communicate effectively, and exchange information accurately with all internal and external customers.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Applicants and incumbents are encouraged to discuss potential accommodations with the employer.

**Working Conditions:**

Work is performed under the following conditions:

Position functions indoors in an office type environment where most work is performed at a desk. Position may occasionally be required to travel by car to pick up, deliver, install, and/or maintain equipment/material. Environment is generally clean with limited exposure to conditions such as dust, fumes, noise, or odors. Frequent interruptions to planned work activities occur.

**EVALUATION:** Position is evaluated yearly by the Superintendent of Schools

**Employee's Acknowledgment:** I acknowledge that I have read the above job description and have received a copy for my records.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Administrator/Management Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Lincoln County School District is an Equal Opportunity Employer.