NEWPORT NEWS ★ ★ ★ PUBLIC SCHOOLS

Job Description

Job Title: Supervisor of Enterprise Support & Information System Services
Supervisor: Director of Technology
Position Code: **Pay Grade**: 46
Job Classification: Exempt   **Contract Length**: 245 Days

Job Summary

The Supervisor of Information Systems & Technology Support Services is responsible for the enterprise-wide administration of division distributed systems and information management. Directs the work of the division's information systems administrators and database professionals to ensure high-availability of core systems infrastructure through effective and efficient management of maintenance and support activities. Utilizes industry best-practices to establish departmental procedures with the primary objective of providing outstanding customer service through core systems reliability and uptime. This position has oversight for the Enterprise Computing and Mobile Device Support department which directs the district-wide implementation, maintenance, and administration of the school division's client computing, mobile devices, printing and related equipment support operations.

Essential Duties

1. Directs the work of the division's information systems administrators and database professionals to ensure high-availability of core systems infrastructure through effective and efficient management of maintenance and support activities. Utilizes industry best-practices to establish departmental procedures with the primary objective of providing outstanding customer service through systems reliability and uptime.
2. Accomplishes division information systems goals and objectives by communicating job expectations; planning, monitoring and appraising job results, coaching, counseling and disciplining employees, initiating, coordinating and enforcing system policies and procedures.
3. Develops contingency plans to cover various systems failure scenarios and applications software systems recovery and restoration procedures.
4. Provides quality assurance (QA) and configuration management (CM) oversight on all NNPS technology projects. Tasks and responsibilities include identifying and implementing QA and CM process improvements, monitoring and tracking enterprise information systems issues and modification requests, assessing and prioritizing system enhancements, upgrades and maintenance to reduce risk and maintain systems availability, interpreting and ensuring consistent application of school division policies and procedures within all Enterprise information systems
5. Evaluates new system hardware and software configurations, installations, software and vendor packages for items such as feasibility, user compatibility, performance and cost.Assists in development of long-term strategies' for growth and maintenance of departmental resources.
6. Collaborates with management to evaluate and improve business processes and arrive at cost effective solutions. Ensure Enterprise systems best practices are maintained throughout the organization, ensuring continued integrity of the system functionality and associated transaction level internal controls. Monitor workflows, business processes and applications for opportunities to enhance, automate and expedite process improvements.
7. Evaluates research and makes recommendations regarding current and evolving technology infrastructure and client computing system
8. Oversees all activities related to the school division's client computing, mobile devices, printing and related equipment support operations.
9. Maintains subject-matter expertise in technology infrastructure, equipment, and systems; including information security and data governance.
10. Establishes, interprets and enforces policies and operating procedures related to technology infrastructure and client computing services
11. Develops appropriate training program for assigned staff.
12. Provides project leadership and quality assurance for significant technology initiatives. Responsibilities may include establishing priorities, specifications and approaches, organizing, staffing and scheduling, working with others to complete the project, and monitoring progress to remain within budget and time constraints.
13. Regularly confers with internal and external departmental system programmers, system analysts, network and system administrators, and functional managers regarding current and prospective systems changes and future needs.

14. Directs division wide audits and inspections of schools and facilities to observe activities and identify/review technical operations; and recommends changes as necessary.
15. Plans systems implementation projects throughout the school division and provides overall coordination and project direction on major technical acquisitions, implementations, and conversion efforts.
16. Prepares documents and performs research to justify language used in departmental documents, procedures and budget recommendations.
17. Analyzes and interprets status reports, service level benchmarks, key performance indicators, and operational metrics for assigned systems.
18. Defines network bid and RFP technical requirements to ensure appropriate service provisions.
19. Conforms to all departmental procedures and policies.
20. Models nondiscriminatory practices in all activities.
21. Tracks and assigns work in the help desk system.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties
1. Maintains a current knowledge of rapidly changing computing technology.
2. Performs any other related duties as assigned by the Director II, Technology & ERP, or other appropriate administrator.

Job Specifications
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills and/or Abilities Required)
- Must possess a Bachelor's degree in computer science or a related field and significant experience in computer and network support experience; or any equivalent combination of education and experience to include industry certifications that provide the noted knowledge, skills, and abilities to perform the essential duties.
- Must possess a comprehensive knowledge of the principles and practices with planning and supervising technical support initiatives and be able to demonstrate experience in managing a Microsoft Windows Client computing environment.
- Must possess a working technical knowledge of Microsoft servers, TCI/IP Ethernet networking and protocols.
- Must possess demonstrated successful experience in project planning and management (e.g., new installations, upgrades) involving multiples customer sites.
- Experience in the design of client and server networks and the communication protocols and parameters for user authentication, user and client policies, and server and service access and communication.
- Experience in writing system documentation, system specifications, system requirements, project plans, presentations, correspondence, studies, reports, and training materials.
- Be able to demonstrate ability to properly develop and maintain accurate documentation.
- Must possess the ability to establish and maintain effective working relationships with departmental peers, departmental technicians and specialist, and all customers served.
- Must have the ability to direct the efforts and evaluate the work of assigned staff.
- Must have the ability to effectively explain complex technical concepts to both technical and non-technical personnel.
- Must possess a valid Virginia driver's license with a good driving record.

Working Conditions and Physical Requirements
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

When performing the duties of this job, the employee is frequently required to sit; use hand to finger; handle or feel; speak, hear and understand speech at normal levels. The employee is frequently required to stand; walk; reach with hands and arms; climb or balance; stoop; kneel; crouch; or crawl. The employee must frequently lift and/or move and push/pull up to 26 pounds. The employee must occasionally lift and/or move and/or balance while standing or climbing up to 60 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and depth perception.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office environment, centralized computer rooms, on-site locations and outside in the open environment. While performing the duties of this job, the employee is occasionally exposed to various lighting conditions; moving mechanical parts; high precarious places; toxic or caustic chemicals; and risk of electrical shock. The noise level is usually moderate and occasionally loud when performing duties in centralized computer rooms.

Supervision Exercised: Technology Support Services (TSS) and Information Systems Services Staff
Supervision Received: Director of Technology

This job description in no way states or implies that these are the only duties to be performed by this employee. The Supervisor, will be required to follow any other instructions and to perform any other related duties as assigned by the Director of Technology, or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

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Supervisor   Date

I acknowledge that I have received and read this job description.

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Employee Name (Print)   Signature   Date

Revised 7/14 (JB)