Job Description

**Job Title:** Supervisor II, Technology Operations  
**Position Code:** 1E19, AE19, RE19  
**Job Classification:** Exempt  

**Supervisor:** Executive Director of Technology  
**Pay Grade:** 46  
**Contract Length:** 245 Days

**Job Summary**  
Position is responsible for the daily operation and management of the division’s technology department and the division’s computer system. Position plans and administers departmental budget, supervises department personnel, and develops and insures compliance of departmental procedures and industry standards.

**Essential Duties**
1. Manages the day to day operations of technology operations department and directly supervises Network Services, Systems Administration, Technology Support, Communication Services, and Audio Visual Services departments assigned to Technology.
2. Provides project leadership and quality assurance for significant technology initiatives funded by the division.
3. Manages the planning, development and execution of the departmental budget to support the vision and mission of the division.
4. Manages the evaluation, selection, procurement, installation and utilization of division technology.
5. Approves the design, deployment, and ensures proper documentation of the evolving wide and local area network and system configurations for administrative and instructional usage.
6. Analyzes network capacity and performance to provide proactive effectiveness and efficiency.
7. Research and analyze current and evolving technology system capabilities and network architectures.
8. Manages technicians who are involved in diagnosing and correcting network and system failures and performing network and system management activities.
9. Defines network bid and RFP technical requirements to ensure appropriate services and equipment is met.
10. Develops operating procedures and guidelines for the division’s technology infrastructure.

**Other Duties**
1. Performs any other related duties as assigned by the Executive Director of Technology.

**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)**
Bachelor’s degree in computer science, management information systems, or considerable relevant experience to supervise and manage a state of the art wide and local area wired IP based network and all technology systems as required by the division. Extensive experience in networking and computer systems may substitute for college degree. Included systems are physical network servers, wired/wireless network switching, IP telecommunications; e-mail, Internet, Intranet services; physical and information security, fire and intrusion systems. System management includes systems development by performing needs analysis, providing work requests for developers, determining hardware and software needs, monitoring access to systems, and managing and participating in systems design and development. Must possess strong project management skills. Individual must possess leadership/ supervisor and budget experience; able to plan, organize, and direct complex, comprehensive technology programs; establish and maintain effective working relationships with school officials, administrators, staff, and others.
Working Conditions & 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.

Must have the ability to sit for extended periods of time; exhibit manual dexterity to dial a telephone, to enter data into a computer terminal; to see and read a computer screen and printed material with or without vision aids; hear and understand speech at normal levels and on the telephone; speak in audible tones so that others may understand clearly in person and on the telephone; ability to understand and follow oral and written instructions; physical agility to lift up to 25 pounds.

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. The noise level in the work environment is usually moderate.

Supervision Exercised: Assigned Technology Operations Staff

Supervision Received: Executive Director Technology Operations

This job description in no way states or implies that these are the only duties to be performed by this employee. The Supervisor II of Technology Operations will be required to follow any other instructions and to perform any other related duties as assigned by the Executive 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:

______________________________________________________________________________________
Supervisor                       Date

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

______________________________________________________________________________________
Employee Name (Print)   Signature        Date