Job Description

Job Title: Supervisor II, Technology Operations **Supervisor:** Executive Director
Position Code: 1E19, AE19, RE19 **Pay Grade**: 46
Job Classification: Exempt **Contract Length**: 245 Days

Job Summary

Position directs the daily operation and management of the division's network infrastructure, systems administration, and computing systems.   Position plans and administrators departmental budget; supervises department personnel, assigns work and establishes priorities; develops and insures compliance of departmental procedures and industry standards.

Essential Duties

1. Oversight of the division's wide and local area wired and wireless IP network supporting 50+ locations, 28,000+ students, 4,500+ employees.
2. Directs the efforts of the network and infrastructure, systems administration, and computer technical support departments within the organization to include: the physical network, servers and services, computing environment, telecommunications (VoIP), e-mail, Internet, Intranet, physical and information security, fire and intrusion systems, audio and visual systems and other network-based managed systems.
3. Provides project leadership and quality assurance for significant technology initiatives funded by the division.
4. Oversight for the development and execution of the departmental operating budget to support the vision and mission of the division.
5. Manages the evaluation, selection, procurement, installation and utilization of division purchased technology systems; defines network bid and RFP technical requirements.
6. Oversight for the design and implementation of functional operating procedures and guidelines to ensure alignment with division goals and missions; ensure proper documentation of the evolving wide and local area network configurations for administrative and instructional usage.
7. Analyze network capacity and performance to provide proactive effectiveness and efficiency for system availability.
8. Research and analyze current and evolving technology system capabilities and network architectures
9. Oversight for support of internal and external projects by scheduling work assignments, setting priorities and directing the work of employees assigned.
10. Oversight for strategic disaster preparedness and continuity planning for the division.
11. Develops operating procedures and guidelines for the division's technology network infrastructure, computing system, and network and information security.

Other Duties

1. Performs any other related duties as assigned by the Executive Director or 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)

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 (10 plus years) in networking and computer systems accompanied by professional training may be substituted for a Bachelor's 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

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 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