Job Description

**Job Title:** Supervisor, Information Systems

**Supervisor:** Supervisor of Technology Operations

**Pay Grade:** 44

**Contract Length:** 245 Days

**Job Classification:** Exempt

**Job Summary**
Position is responsible to the Supervisor of Technology Operations, for the district-wide implementation, maintenance, administration and supervision of the school division’s enterprise server and storage systems to include Microsoft Windows Servers; VMware systems, and Dell Compellent Storage Attached Network systems; network file and print services, server hardware and software support, server and client patch management; managing Microsoft Active Directory Domain Services systems, Group Policy, DNS, DHCP, SharePoint services, Microsoft Systems Center Configuration Manager; enterprise backups; enterprise online learning systems, monitoring and inventory of assigned systems. The position is also responsible for documenting, managing, and maintaining assigned systems implementation plans and projects. Position establishes and interprets policies and operating procedures; evaluates system operations; develops a training program for assigned staff; prepares budgeting and cost analyses. Work requires highly professional customer service to staff and students. Position supervises and evaluates work performance of assigned staff.

**Essential Duties**

1. Accomplishes division information system 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.
2. Researches and analyzes current and evolving server architectures, enterprise applications, server operating systems to provide information for long and short-term planning.
3. Manages and administers all Microsoft Windows, Apple and Sun Solaris server operating systems including capacity/feasibility planning, new installations, upgrades, feature functionality testing, configuration and maintenance, troubleshooting, back-up systems, security procedures/protocols, operating procedures and guidelines, and user accessibility.
4. Coordinates and performs project planning and project management responsibilities which may include establishing priorities, specifications and approaches, organizing, staffing and scheduling, working with others to complete the project, and monitoring progress.
5. Regularly confers with internal and external departmental system programmers, system analysts, network administrators, and functional managers regarding current and prospective systems changes and future needs.
6. Trains and provides support to site-managed technical specialist regarding server use and administration.
7. Directs efforts of technicians who are involved in diagnosing and correcting server failures; determines logical solutions to complex system administration and core application problems.
8. Prepares documents and performs research to justify language used in departmental documents, and procedures.
9. Prepares and presents status reports, service level benchmarks, key performance indicators, and operational metrics for assigned systems.
10. Defines network bid and RFP technical requirements to ensure appropriate service provisions.
11. Utilizes and ensures assigned staff use of appropriate safety equipment in the performance of duties.
12. Travels to and from school/work sites in the performance of duties.
13. Provides mentoring and training to assigned staff.
14. Conforms to all departmental procedures and policies.
15. Models nondiscriminatory practices in all activities.
16. Tracks and assigns work in the help desk system.
17. Performs cost analysis and prepares budget recommendations.

**Other Duties**

1. Maintains a current knowledge of rapidly changing technology systems.
2. Participates in and develops Technology department cross-training and leadership activities.
3. Performs any other related duties as assigned by the Supervisor of Technology Operations, or other appropriate administrators.

**Job Specifications**
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily with minimal supervision. 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 minimum of 10 years of experience as a Systems Administrator or Systems Engineer. Must possess a comprehensive knowledge and be able to demonstrate experience in implementing and maintaining Microsoft Windows Server 2008R2/2012/2016, Windows Client 7/8/10, Apple clients/devices, Active Directory Domain Services, Group Policies, TCP/IP networking, DHCP and DNS in an enterprise network. Must have experience with Microsoft Windows Servers, Microsoft Exchange Server, Microsoft IIS Server, Microsoft SQL Server, Microsoft SharePoint Services, Filewave, Google G Suite, and VMware. Experience with PaperCut Enterprise Printer Manager, and scripting languages such as PERL, VBScript, and PowerShell are preferred. Must possess 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; 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. 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: Assigned Staff
Supervision Received: Supervisor of Technology Operations

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