

Section: G Personnel

Policy Code:

Policy:

Job Title: IT Operations Manager

Policy Code:

ESSENTIAL FUNCTIONS:

- **Networking Management:**
 - Design, implement, and maintain the school district's wired and wireless network infrastructure to ensure reliable and high-performance connectivity.
 - Monitor network traffic, troubleshoot network issues, and optimize network configurations to maximize efficiency and security.
 - Be able to configure and manage network devices such as routers, switches, firewalls, and access points.
 - Collaborate with other IT staff to plan and implement network upgrades and expansions to meet the evolving needs of the school district.

- **Strategic Planning:**
 - Develop and implement a comprehensive IT operations strategy aligned with the school district's goals and objectives.
 - Define long-term goals and priorities for network infrastructure, systems management, and IT service delivery.
 - Identify emerging technologies and trends to enhance the effectiveness and efficiency of IT operations.

- **Team Leadership:**
 - Lead and mentor a team of IT professionals responsible for networking and IT service management.
 - Delegate tasks, assign responsibilities, and empower team members to achieve individual and collective goals.
 - Foster a culture of collaboration, innovation, and continuous improvement within the IT operations team.

- **Resource Management:**

- Manage IT resources, and vendor relationships to ensure cost-effective and efficient delivery of IT services.
 - Allocate resources appropriately to support the ongoing maintenance, enhancement, and expansion of network infrastructure and IT systems.
 - Evaluate technology solutions and services that align with the school district's needs and strategic objectives.
- **Performance Management:**
 - Establish key performance indicators (KPIs) and metrics to measure the performance and effectiveness of IT operations.
 - Monitor and analyze performance data to identify areas for improvement and implement corrective actions as needed.

EDUCATION AND EXPERIENCE:

- Obtain a bachelor's degree in computer science, Information Technology or a related field with the first two years of employment. Experience and certifications can be substituted for education.
- Obtain Security+, Network+, CCNA, or other relevant certifications within a year of employment.
- Proven experience in network management and personnel management, preferably in an educational or institutional setting.
- Strong knowledge of networking principles, techniques, and
- Analytical mindset with the ability to identify problems, evaluate alternatives, and implement effective solutions.

LANGUAGE AND REASONING SKILLS:

Ability to understand written or oral instructions: read, analyze and interpret complex documents, instruction manuals, policies and procedures is essential. Excellent communication skills are required. Strong interpersonal skills are essential to maintain effective working relationships with others. The ability to work effectively and efficiently, under stressful conditions, to ensure deadlines are met is essential.

PHYSICAL DEMANDS:

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. This position requires you to sit and stand for moderate periods of time and the ability to see and hear. Must be able to climb a ladder. Must be able to lift 50lb.

WORKING ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This position typically works in a well-lit, climate controlled, and adequately ventilated office environment and requires observance of safe work practices, fire regulations, and avoidance of falls, trips, and similar office work hazards. The stress level for this position is moderate and the noise level for this position moderate to loud normally.

TERMS OF EMPLOYMENT:

This is a 232 days per year position.

Salary Scale: Based on TBA

EVALUATION:

Evaluation of this position will be performed by the Information Technology Director.