

PARSIPPANY-TROY HILLS TOWNSHIP SCHOOLS

JOB DESCRIPTION

- TITLE:** Manager of Technology Operations - Infrastructure
- REPORTS TO:** Director of Planning, Research, and Evaluation – Academic And Technology Operations
- SUPERVISES:** Network Administrator, Server Administrator
- QUALIFICATIONS:** Minimum of five years experience working with networked systems
Certifications that support servers and virtualization technologies such as: MCITP, and/or VCA-DCV MCP, MCSE, CCNA and/or CCNE
Expertise in the deployment of wired and wireless network technologies.
Expertise in current educational technology and software systems
Effective communication skills
Required criminal background check and proof of US citizenship or legal resident alien status
- JOB GOAL:** This is a staff position within the Technology Services and Solutions department accountable for planning, managing, and supporting, high-speed reliable networking operation systems and supporting client computers in a collaborative management environment on the district network.

PERFORMANCE RESPONSIBILITIES:

1. Coordinates, supervises, plans, manages and makes recommendations for network connectivity through the Internet Service provider-network maintenance, expansion, storage capacity, and utilization of new networking technologies-such as Virtual clients and servers-to improve the instructional and administrative programs.
2. Oversee and coordinate district documentation including E-rate filings and reimbursements.
3. Develops, coordinates, and manages the information support, including assessing district's technology needs, implementing program services, and monitoring and evaluating service delivery.
4. Plans, manages and supports wired, wireless, server, information security, and cloud infrastructure technologies including (but not limited to) Google Suite for Education, Microsoft 365, ExtremeNetworks, Palo Alto, Cisco, NetApp, VMware, and a variety of application software.
5. Works cooperatively with others and accepts direction from supervisors.

6. Works collaboratively with district-level service technicians in a team environment to implement, maintain, install, and repair computers, network hardware, and cabling.
7. Plans district initiatives such as (but not limited to): new building wired and wireless networks, migration to newer servers as needed, wireless LAN deployment, upgrades to network infrastructure and new security and content filtering systems.
8. Plans, procures, and manages all network hardware, including diagnostic services, upgrading, and customizing WAN and LAN networks to meet the need of individual schools as well as the district network.
9. Supports the Manager of Information Systems in establishing and maintaining web-based information and communication regarding in-district and out-of-district access to student information and teacher folders.
10. Provides support to school leaders in decision-making around technology integration.
11. Collaborate with Cabinet Members to support the following school needs:
 - a) Accessibility Technology with Pupil Personnel Services
 - b) Budget and Facilities with the Business Administrator
 - c) Instructional Technology with the Assistant Superintendent for Curriculum and Instruction
 - d) Professional Development and Training for instructional technology with the Assistant Superintendent of Human Resources
 - e) Enrollment Technology with the Assistant Superintendent for Human Resources

Strategy & Planning

1. Lead IT strategic and operational planning to achieve educational and administrative goals by fostering innovation, prioritizing IT initiatives, and coordinating the evaluation, deployment, and management of current and future IT systems across the district.
2. Develop and maintain an appropriate IT organizational structure that supports the needs of the district.
3. Establish IT departmental goals, objectives, and operating procedures as they relate to the district long-term technology plans.
4. Identify opportunities for the appropriate and cost-effective investment of financial resources in IT systems and resources, including staffing, sourcing, purchasing, and in-house development.
5. Develop, track, and control the information technology annual operating and capital budgets.
6. Direct development and execution of an enterprise-wide disaster recovery and business continuity plan.

Acquisition & Deployment

1. Coordinate and facilitate consultation with stakeholders to define educational, administrative and systems requirements for new technology implementations.
2. Approve, prioritize, and control projects and the project portfolio as they relate to the selection, acquisition, development, and installation of major infrastructure and information systems.
3. Review hardware and software acquisition and maintenance contracts.
4. Define and communicate plans, policies, and standards for the district for acquiring, implementing, and operating IT systems.

Operational Management

1. Ensure continuous delivery of IT services through oversight of service level agreements with end users and monitoring of IT systems performance.
2. Ensure IT system operation adheres to applicable laws and regulations.
3. Keep current with trends and issues in IT, including current technologies and prices. Advise, counsel, and educate district staff, and faculty on their competitive or financial impact.
4. Promote and oversee strategic relationships between internal IT resources and external entities, including local government, vendors, and partner organizations.
5. Supervise recruitment, development, retention, and organization of all IT staff in accordance with district budgetary objectives and district policies.
6. Manage team of TSS Staff.
7. Oversee the district website and other electronic communication platforms.
8. Manage telephone, Internet, and private fiber network services.
9. Assists in installation, problem-solving, and repair of networked hardware and software.
10. Serves as a member of the District Technology Committee.
11. Maintains awareness of emerging network technologies.
12. Assists in the development and implementation of the long-range technology plan.
13. Communicates with vendors and outside contractors as needed.
14. Manages a central monitoring and notification system to communicate network issues.
15. Performs such other duties that may be assigned.

Adopted: 4/05/07
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JD/Computer Services