

PARSIPPANY-TROY HILLS TOWNSHIP SCHOOLS

JOB DESCRIPTION

- TITLE:** Manager of Technology Operations - Services
- REPORTS TO:** Director of Planning, Research, and Evaluation – Academic and Technology Operations
- SUPERVISES:** Computer Technicians, Senior Computer Technicians, Help Desk Technician, Technical Services Analyst
- QUALIFICATIONS:** Must have strong technology background and computer based “break-fix” issues with both PC and MAC platforms.
Must be self-motivated with the ability to work, and travel, independently within the district.
Must be able to communicate effectively both orally and in writing.
Must be familiar with database structures, and be able to create a variety of database reports.
Should have experience in a school setting.
Required criminal background check and proof of US citizenship or legal resident alien status
- JOB GOALS:** To manage the technical support and services for both administrative and instructional client computers, and both student and staff throughout the district in accordance with the technology goals of the district.

PERFORMANCE RESPONSIBILITIES:

1. In collaboration with the site administrators, supervises building level technicians in order to mentor and model appropriate “break and fix” skills and mentoring “just-in-time” training in order to ensure efficiency with site-based techs.
2. Manages maintenance and upgrades to existing client computers district-wide.
3. Manages and supervises a district-wide “help-desk” solution to handle client computer needs.
4. Works cooperatively with others and accepts direction from supervisors.
5. Demonstrates and presents workshops in installing, troubleshooting, and upgrading hardware and software, for site-based technicians to support both administrative and instructional users.
6. Provides assistance to site-based technicians in troubleshooting hardware, software and network problems on a variety of platforms, including PCs, and MACs.
7. Interfaces with and provides hardware/software support for instructional and administrative users.
8. Manages a district-wide inventory system: working with vendors, pricing and purchasing, inventorying, and distributing computer supplies in an equitable and appropriate manner.
9. Arranges for proper maintenance of district computer hardware and software.
10. Assists in maintaining administrative databases, including, but not limited to, voicemail system, Sharepoint and other educational databases.

11. Provides support to school leaders in decision-making around technology integration.
12. Collaborate with Cabinet Members to support the following school needs:
 - a) Accessibility Technology with ~~the Director of 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.
4. 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.
5. Promote and oversee strategic relationships between internal IT resources and external entities, including local government, vendors, and partner organizations.
6. Supervise recruitment, development, retention, and organization of all IT staff in accordance with district budgetary objectives and district policies.
7. Manage team of TSS Staff.
8. Oversee the district website and other electronic communication platforms.

9. Manages the repair of client hardware with vendors (e.g.: DELL, APPLE) as appropriate.
10. Arranges for the disposal of obsolete computer hardware.
11. Oversees the installation of new computer hardware and district-approved software.
12. Provides hardware, software, and database recommendations and assistance to the Manager of Information Systems and the Director of Technology and data, as needed.
13. Participates in professional development and technical training as necessary to maintain and upgrade skills.
14. Perform such other duties that may be assigned.

Adopted: 4/5/07
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JD/Computer Services