

## **PALISADES CHARTER HIGH SCHOOL**

### **CLASS TITLE: INFORMATION TECHNOLOGY TEAM MANAGER**

#### **BASIC FUNCTION:**

Under the direction of the Manager-Technology, organize and direct operations and activities related to the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems; oversee and participate in the planning, design, set-up, development and modification of computer and network systems; train and evaluate the performance of assigned personnel.

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

Organize and direct operations and activities related to the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems; prioritize installation, maintenance and repair needs, coordinate project assignments and establish time lines.

Oversee and participate in the planning, design, set-up, development and modification of computer and network systems; supervise the design, installation, operation, maintenance and repair of Local Area Networks (LANs) and Wide Area Networks (WANs); assure proper installation of server and work station software and test applications to assure proper operation.

Train and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; assign employee duties and review work to assure accuracy and completeness; schedule staff to meet technology needs, priorities and time lines.

Oversee the installation, configuration, upgrading and operation of a variety of hardware, software and equipment including cabling, servers, hubs, routers, switches and applications to enhance and assure proper operation of assigned computer systems.

Perform a variety of network administration activities including establishing and maintaining user accounts, email accounts, internet connectivity, back-ups, domains and workgroups, intranet, and designated programs and systems.

Communicate with various staff, faculty and administrators to coordinate activities, exchange information and resolve issues and concerns; communicate with various vendors to discuss warranties and service contracts and make arrangements for repairs or replacements as needed.

Troubleshoot network problems involving routing, communications, connectivity, network operating systems, printing, mass storage servers, print servers, memory management and other applications; conduct appropriate diagnostic testing on computers utilizing appropriate diagnostic tools.

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Provide consultation concerning computer systems, equipment and malfunctions; provide technical troubleshooting, determine type of request, diagnose and provide solutions; provide information concerning related practices and procedures.

Coordinate communications and information between other departments to meet computer hardware, software, peripheral and network system needs; prepare and distribute related correspondence.

Operate a variety of technical equipment including testers, meters, analyzers and a variety of hand and power tools; drive a vehicle to conduct work.

Communicate with personnel to exchange information, coordinate activities and programs and resolve issues or concerns.

Prepare and maintain a variety of records and reports related to projects, work orders, equipment, systems, personnel, financial activity and assigned duties.

Research and evaluate new technologies for possible implementation within the contracted school districts; provide technical advice concerning the purchasing and implementation of new technologies.

Oversee inventory functions for assigned technology areas; monitor inventory levels of computer system parts and equipment; order, receive and assure adequate inventory levels of parts and equipment to meet operational needs of the department; oversee the preparation of related purchasing documents.

Monitor and assess assigned technology functions for effectiveness and operational efficiency; provide input concerning the development and implementation of departmental programs, goals, objectives, policies and procedures.

Attend and conduct a variety of meetings as assigned.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Organization and direction of operations and activities related to the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems.

Principles, methods and procedures of operating computers, networks and peripheral equipment.

Policies and objectives of assigned programs and activities.

System utilities and design and program applications.

Materials, methods and tools used in the operation and repair of computer systems.

Principles, theories and techniques of LAN and WAN design.

Advanced knowledge of software programs.

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Principles and techniques of systems and network analysis.  
Computer hardware systems and software applications utilized.  
Principles and practices of supervision and training.  
Record-keeping and report preparation techniques.  
Interpersonal skills using tact, patience and courtesy.  
Oral and written communication skills.  
Technical aspects of field of specialty.

**ABILITY TO:**

Organize and direct operations and activities related to the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems.  
Oversee and participate in the planning, design, set-up, development and modification of computer and network systems.  
Train and evaluate the performance of assigned personnel.  
Prioritize installation, maintenance and repair needs.  
Supervise the design, installation, operation, maintenance and repair of LANs and WANs.  
Supervise desktop support and help desk staff to assure smooth, efficient and reliable repairs.  
Assure proper installation of server and work station software.  
Organize, establish and maintain a data management, storage and retrieval system.  
Provide consultation to personnel and others concerning computer systems, equipment and malfunctions.  
Oversee inventory functions for assigned technology areas.  
Maintain current knowledge of technological advances in the field.  
Plan and organize work.  
Meet schedules and time lines.  
Work independently with little direction.  
Communicate effectively both orally and in writing.  
Establish and maintain cooperative and effective working relationships with others.  
Maintain records and prepare reports.  
Type or input data at an acceptable rate of speed.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: bachelor's degree in computer science or related field and four years increasingly responsible experience with advanced databases and word processing equipment and software.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Indoor and outdoor environment.

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Driving a vehicle to conduct work.

Working on and around ladders.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information in person and on the telephone.

Seeing to read a variety of materials and view a computer monitor.

Sitting or standing for extended periods of time.

Lifting, carrying, pushing or pulling moderately heavy objects.

Reaching overhead, above the shoulders and horizontally.