

**MORGAN HILL UNIFIED SCHOOL DISTRICT**  
**Job Description**

**POSITION TITLE: TECHNOLOGY SUPPORT SERVICES MANAGER**

**DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES:**

Under the direction of the Assistant Superintendent, Business Services is responsible for directing, supervising, coordinating and evaluating the functions of the Technology and Information Services of the District. This position provides dynamic, responsive, collaborative and forward-thinking vision, leadership and management of technology systems and services to support the mission and goals of the District. This includes the planning, development, implementation, management and maintenance of all applications, infrastructure, security, networks, technology training and communications. Provides and recommends the vision of technology services in support of District computer services including computer applications, networks, wireless and phone services. Responsible for delivering services to users to meet defined needs; assure cost-efficient and effective operations.

**REPRESENTATIVE DUTIES:**

- Works collaboratively with schools and departments to support technology integration and innovation.
- Supports instructional applications for technology.
- Evaluates technological changes, emerging technologies and best practices in computer and communication fields to recommend innovative and cost effective integration of new technologies.
- Provides oversight and direction for integrated data communications networks and the use of integrated database management systems.
- Implements and evaluates systems and procedures to protect data integrity, reliability, security and accessibility.
- Responsible for the District-wide computer network and provides administrative direction for all technology functions within the District.
- Administers and monitors the District management information system to obtain maximum benefit of all computer installations and peripheral equipment.
- Provide leadership in the development, installation, supervision, and evaluation of administrative, managerial, and educational operation systems that includes the needs of all school sites and departments.
- Consult with the Assistant Superintendent, Business Services on an on-going basis regarding bids and contract concerns regarding technology for both current and future needs.
- Chairs and provides leadership to the District Advisory Committee for Technology.
- Develops functional specifications, standards and requirements for hardware and/or software purchase and design to ensure optimum system and end-user performance.
- Assist both school and departments in developing both short and long range action plans regarding technology.
- Monitor the acquisition and installation of technical computer hardware and software to ensure compliance with District policies, State and Federal laws.
- Coordinate and direct the installation and modifications of both hardware and software to meet the needs of the District.

- Directs and coordinates development of a District-wide integrated information systems ensuring the most efficient and effective use of hardware including wireless devices for both staff and students.
- Manage all existing technology resources while creating additional resources through special funding, grant writing, E-Rate, and vendor/business partnerships.
- Direct and evaluate the performance of assigned staff.
- Responsible for preparation and maintenance of a variety of narrative and statistical reports related to assigned duties.
- Develop and prepare the annual preliminary budget for department operations; analyze and review budgetary and financial data; control and authorize expenditures in accordance with established limitations.

**KNOWLEDGE OF:**

- Planning, organization and direction of Information Technology Department.
- Advanced knowledge of software applications used by the District.
- Software methodologies, programming relational databases and operating systems.
- Data governance and management principles.
- Network protocols and topologies.
- Effective marketing and communication techniques.
- Effective leadership skills, communication, methodologies and strategies.
- Budget preparation and control.
- Principles and practices of administration, supervision and training.
- Interpersonal skills using tact, patience and courtesy.
- Operation of a computer and assigned software and hardware including wireless devices and networks.

**ABILITY TO:**

- Plan, organize, control and direct the vision, operations and activities for the Information Technology Department.
- Plan strategies to deliver services to user to meet defined technology needs.
- Assure cost-efficient and effective operations.
- Interact with staff and District technology users.
- Serve as technical liaison for current and potential users.
- Direct and evaluate the performance of assigned staff.
- Communicate effectively, both orally and in writing.
- Interpret, apply and explain rules, regulations, policies and procedures relating to technology.
- Establish and maintain cooperative and effective working relationships with others.
- Analyze situations accurately and adopt and effective course of action.
- Meet schedules and time lines.
- Work independently and with little direction.
- Plan and organize work of the Information Technology Department.
- Prepare comprehensive narrative and statistical reports.

**EDUCATION AND EXPERIENCE:**

Preferred Bachelor's degree in Computer Science/Information Management, or equivalent; background in PC-based computers and wireless devices, and LAN and WAN design; a minimum of three years of experience in public school administration or public sector management.

**WORKING CONDITIONS/ENVIRONMENT:**

- Office environment
- Demanding time lines
- Subject to frequent interruptions and daily contact with both District Staff and the community.

**PHYSICAL ABILITIES:**

- Occasional bending at the waist and stooping
- Occasional carrying, pushing, pulling or lifting up to 40 lbs.
- Dexterity of hands and fingers to operate standard office equipment
- Hearing and speaking to exchange information in person and on the telephone
- Occasional reaching overhead, above the shoulder and horizontally
- Visual ability to read, prepare/process documents and small figures
- Sitting and/or standing for extended periods of time
- Extended viewing of computer monitor

**LICENSES AND OTHER REQUIREMENTS:**

- Requires possession of a valid California Driver's License
- May require pre-employment physical examination

**EMPLOYMENT STANDARDS:**

Dexterity and physical condition to maintain a rigorous work schedule and meet standards of physical and mental health. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position. Individuals must maintain a professional attitude and appearance.