

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: SENIOR DEPARTMENT ADMINISTRATOR – SYSTEMS COORDINATION TECHNOLOGY SERVICES DEPARTMENT

GENERAL STATEMENT OF JOB

Under limited supervision, assists the Director of Technology Services to perform professional, supervisory, and management work in the Systems Administration area of the Technology Services Department. Supervision includes the networking and technical support leaders and team members. Areas of responsibility include selection, purchase, and planned distribution of all equipment, networking and server installations, and the development of associated standards, security and backup/recovery. Work involves providing guidance to the Technology Director to determine needs and implement strategies to accomplish the goals of the department and the district.

Work also involves performing general management functions of the systems administration work of the department to include budget development, organizational development, employee development, and other personnel related functions. Employee must exercise considerable tact and courtesy in frequent contact with school officials, administrators, subordinate staff, and vendors. Reports to the Director of Technology.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Direct Supervision of the work of Systems Administration Technical Support staff by facilitating and tracking project status; identifying problems and issues; allocating appropriate resources; and ensuring that are completed on schedule and at the highest levels of quality.

Supervises and works with technical staff to plan for, design and manage all local area networking, computer installations, standard district software and the technical support of these systems.

Assists staff in the delivery of technical services as necessary and appropriate.

Assist in supervising the design, acquisition and installation of equipment and necessary infrastructure to support access to all networks and systems to meet the goals of the District.

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Directs, monitors, and assesses services provided by the Help Desk, an automated customer support system that provides first line support for users and provides work-order tracking for technical staff

Ensure acceptable levels of performance in networked systems. This task involves a high degree of technical knowledge and effective management procedures within the Technical Services department.

Assist the Director of Technology in planning, organizing and supporting the overall activities and governance of the Districts information systems network including systems analysis and design.

Develop plans, procedures, and activities to support recovery when problems occur including backup and restoration procedures, vendor agreements, data retention, and restoration planning. Perform other duties as assigned.

Conduct capacity planning. Develop procedures to measure the capacity for network devices and hosted applications relative to current and future activities. Based on these measures, coordinates the acquisition of additional resources.

Participate in the Technology Services budget cycle and planning; assist in the preparation of the associated operating and project budgets; forecast additional funds needed for equipment, including servers and computing devices, and operating systems to support the district's needs.

Provide consultative services to departments and schools regarding technology resources.

Establish policies and procedures to support the Districts technology initiatives.

Attends meetings, conferences and workshops regarding new technology, equipment and professional development.

Represents the Technology Department on various project teams and committees as assigned.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree in computer science, information management, or related field and at least 4 years of experience in the area of technology, including supervisory experience; or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.

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MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machinery and equipment including computers, copiers, facsimile machines, etc. Must be able to exert a negligible amount of force constantly to move objects. Physical demand requirements are for Light Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving and receiving instructions, assignments or directions.

Language Ability: Requires the ability to read a variety of correspondence, reports, manuals, professional journals, technical procedures, forms, charts, etc. Requires the ability to prepare Correspondence, reports, forms, etc., using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including accounting, personnel and governmental terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract totals; to multiply and divide; to determine percentages and decimals; understand and apply principles of statistics and statistical inference.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using office equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

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Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via a telephone.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of networking hardware and software applications, capabilities and limitations, service requirements and associated costs.

Considerable knowledge of domain infrastructure and electronic components required for systems networking.

Considerable knowledge of computer hardware and common software applications.

Considerable knowledge of the capabilities, limitations and service requirements of computers and auxiliary equipment.

Considerable knowledge of the current literature, trends, and developments in the field technology.

Considerable knowledge of the principles of supervision, organization, and administration.

Ability to plan, and coordinate the work of subordinates.

Ability to develop long term goals and objectives.

Ability to evaluate the effectiveness of programs and make recommendations for improvements.

Ability to evaluate requests for changes and/or updates to currently installed technology.

Ability to evaluate software applications and to make recommendations for improvement.

Ability to schedule and monitor development projects.

Ability to estimate manpower and time required for technology related projects.

Ability to effectively express ideas orally and in writing.

Ability to research and develop budgets for projects.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

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DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.