

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: SUPERVISOR – NETWORKING AND TECHNICAL SUPPORT TECHNOLOGY SERVICES DEPARTMENT

GENERAL STATEMENT OF JOB

Under occasional supervision, performs a variety of professional, supervisory and administrative work in the delivery and operation of comprehensive technical solutions for GCS. Employee oversees the networking and technical support services in the school system. Areas of supervision are responsible for design, installation, implementation and maintenance of all networking equipment in school and office locations. Work involves coordination with school and district level staff to select, purchase and distribute equipment, software and required infrastructure. Employee is responsible for all aspects of network administration including establishing standards and policies, system security and recovery. Employee assists with the development and implementation of a district-wide technology plan in accordance with state technical requirements. Reports to the Director - Technology Services.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Receives technology requests, works with schools and district level administrators and technical staff to integrate technology initiatives: determines scope of projects and technical requirements, determines staffing, training, budgeting, and collaboration with others; conducts ongoing evaluations to determine the performance, ease of use and manageability of the technical solutions.

Assists with the development of district-wide and building level technology plans in accordance with state technical requirements as defined by the Information Resource Management Commission (IRMC); assists building educators in implementing the plan; evaluates the plan and makes resulting recommendations regarding changes and improvements.

Supervises, monitors and assesses services provided by the networking and technology support staff with direct responsibility for interviewing, hiring and training; provides feedback and advice; appraises performance; determines training needs, conducts small group meetings to share ideas and improve programs.

Monitors and supervises the networking and technical support staff including computer repair, networking, communications, help desk, and vocational support; responsible for design, installation

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and maintenance of all local area networks including network servers, electronic components networking software and workstations; establishes and enforces standards, policies and procedures; develops and manages system security and recovery procedures; develops and performs network administration tasks; works with staff and contractors to install necessary infrastructure to support access to networks ensures work flow and standard quality levels are met with respect to all projects.

Assists with selection, purchase and distribution of equipment, courseware and related materials for the implementation of technology in the school system; reviews and evaluates new hardware and software as it is developed; establishes and enforces system standards; provides assistance and direction to schools and staff on procurement options and logistics of state contracts; manages site and system-wide license agreements.

Develops new program applications through researching new developments in technology, visiting other innovative projects/systems, meeting with vendors and consultants, evaluating new software and equipment, and meeting with principals and other educators.

Serves as the system contact (State Networking Contact) for communication and coordination of program with the NC Department of Public Instruction in the area of technical services; assures district program is consistent with state mandated criteria and structure; communicates state requirements; assures expenditures are in accordance with state guidelines.

Represents the district technology program to the school community and the public; plans and coordinates special activities and presentations to promote technology; interacts with state government, higher education, equipment vendors, business and industry professionals.

Communicates current and emerging trends of technology applications.

Develops and administers operation budget for the technical services of the district.

Maintains an inventory of computer equipment and related materials in the school system.

Must be available outside of normal working hours which may include research, technical assistance, maintenance, emergencies, and meetings.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

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Bachelor's degree in computer related field supplemented by specialized computer courses and 5 years of experience in the area of technology, including some supervisory experience; or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities. Coursework or certification with Novell or Microsoft preferred.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment including computer hardware and software, office equipment, etc. Must be physically able to operate motor vehicles. Must be able to exert up to 10 pounds of force occasionally, and/or 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 composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information, including giving instructions, assignments or directions to assistants or subordinates.

Language Ability: Requires the ability to read a variety of correspondences, technical manuals, trade journals, etc. Requires the ability to prepare reports, forms, system documentation, etc. using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to 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 give oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including computer terminology.

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

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

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

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

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

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 telephone.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of federal, state, and local policies and procedures regarding instructional technology.

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

Considerable knowledge the North Carolina student computer competency requirements.

Considerable knowledge of the appropriate uses of technology for instruction in various subject areas.

Considerable knowledge of computer technology, multiple hardware platforms, network architecture and cabling techniques.

Considerable knowledge of multimedia, telecommunications, and popular software packages used for word processing, spreadsheet and database applications.

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

General knowledge of the ethical guidelines applicable to the position as outlined by professional standards and/or federal, state and local laws, rules and regulations.

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

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Ability to develop long term goals and objectives.

Ability to evaluate the performance of hardware and software and make recommendations for improvement.

Ability to organize and deliver staff development opportunities that support the use of technology in education.

Ability to exercise independent judgment in directing the work of subordinates and in making technical decisions.

Ability to develop and administer budgets.

Ability to maintain complete and accurate records and to develop meaningful reports.

Ability to effectively express ideas orally and in writing.

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