

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: SUPERVISOR – TECHNOLOGY COMMUNICATIONS 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 communication services in the school system. Areas of supervision include responsibility for design, installation, implementation and maintenance of all wide area networking equipment/access in school and office locations. Other major areas of responsibility include various district communication systems such as voice/phone applications, network-based security systems, access control, audio-visual solutions, wireless access and required infrastructure. 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/Internet access including establishing standards and policies, system security and recovery, firewall/virus protection, content filtering and system performance. Employee assists with the development and implementation of a district-wide technology plan in accordance with state technical requirements. Reports to the appropriate supervisor.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Receives technology requests, works with schools and district level administrators and communications 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.

Supervises, monitors and assesses services provided by the communications 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 communications staff including support staff for all wide area networking equipment/access, infrastructure, wireless systems, network security, voice applications, audio-visual solutions and network-based security/access systems.

SUPERVISOR - TECHNOLOGY

Responsible for design, installation and maintenance of all wide area network equipment including electronic components such as routers and switches, firewall/virus protection devices, content filtering systems and related software; writes appropriate bid specifications and assists with procurement options and logistics of state contracts.

Responsible for all network/Internet access: establishes and enforces standards, policies and procedures; develops and manages system security and recovery procedures; develops and performs network administration tasks; and monitors system performance.

Works with staff and contractors to design and install necessary infrastructure to support access to networks, writes technical specifications for contracted work, and ensures work flow and standard quality levels are met with respect to all projects.

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); evaluates the plan and makes resulting recommendations regarding changes and improvements.

Assists with selection, purchase and implementation of new networking applications; researches new developments in technology, evaluates new hardware and software, tests interoperability, visits other innovative projects/systems, meets with vendors and consultants.

Serves as a system contact (State Wide Area Networking Contact) for communication and coordination of program with the NC Department of Public Instruction in the area of wide area networking 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.

Assists with developing and administrating the operation budget for the communication services of the district.

Maintains an inventory of communication equipment, site and system-wide license agreements and related materials in the school system.

SUPERVISOR - TECHNOLOGY

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

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

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 Microsoft, Cisco and BICSI preferred.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment and tools including computers, scanners, computer software, computer hardware, etc. Must be able to exert up to 30 pounds of force occasionally and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Medium 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. Includes 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

SUPERVISOR - TECHNOLOGY

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.

Motor Coordination: Requires the ability to 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 technology.

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

Considerable knowledge routers, switches, wireless equipment and other communication hardware capabilities and limitations, service requirements and associated costs.

Considerable knowledge of cabling techniques, bid requirements and electronic components required for networking infrastructure.

SUPERVISOR - TECHNOLOGY

Considerable knowledge of telecommunication options, multiple vendor connection types and related system security.

Considerable knowledge of voice applications and other telecommunication systems.

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.

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.

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.