

**KERN COUNTY SUPERINTENDENT OF SCHOOLS
NEW DRAFT APPROVED MARCH 2016
SALARY SCHEDULE: #85
RANGE: 25
CLASSIFIED MANAGEMENT
CODE: 2, 6, 8**

**CSIS TECHNOLOGY SERVICES MANAGER
(California School Information Services)**

DEFINITION

Working under the general guidelines of the CSIS Program and under the direction of CSIS senior management, the CSIS Technology Services Manager is responsible for the design, implementation and maintenance of the organization enterprise software and infrastructure to support the needs of internal CSIS Program staff and external clients.

The CSIS Technology Services Manager is a member of the CSIS management team. The CSIS Technology Services Manager is responsible for developing and directing the implementation of strategic plans and operational strategies for CSIS infrastructure and internal applications based on evaluations of CSIS Program needs, network systems effectiveness, and available and emerging technologies. The Technology Services Manager is the lead role in day-to-day network operations and maintenance as well as projects that may focus on internal applications and/or information systems infrastructure. Additionally, this role will assign tasks and supervise other technical staff involved in implementing and supporting CSIS equipment, enterprise applications, and the CSIS network.

EXAMPLES OF DUTIES

Direct and oversee implementation and maintenance of, as well as support for the organization's technical infrastructure, including enterprise-wide system tools;

monitor security and availability of applications and services to ensure all systems are working at optimal levels and guard against accidental or intentional misuse of network and services;

perform the network security investigation and complete the appropriate remediation and reporting if a suspected breach occurs;

implement and maintain operating policies and procedures to mitigate risk and provide efficient, effective services;

provide day-to-day management, including personnel planning, mentoring, evaluation, and workload scheduling, for the staff responsible for installation, maintenance and support of FCMAT/CSIS technology equipment; CSIS network services such as Active Directory, Domain Name Services, e-mail servers, secure web services, mail lists, virtual infrastructure, cloud, SAN technologies, network security, backup, and disaster recovery; and enterprise applications such as collaborative work spaces used internally and with external partners;

provide leadership in the exploration and implementation of emerging technologies that will help CSIS achieve program goals and ensure scalability of any new technologies;

establish budgetary requirements for network systems in coordination with the Information Systems Officer and recommend all CSIS equipment and software purchases to the FCMAT/CSIS Chief Operations Officer;

assure proper internal coordination and integration of network systems and enterprise software project tasks, as well as handoff to other architects and functional areas;

work independently and demonstrate excellent judgment within broadly defined organizational policies, in developing methods, techniques, procedures, and metrics for obtaining results that ensure network and telecommunication services meet budget, schedules, performance, and security requirements;

provide timely and accurate reporting of network issues, operational effectiveness, and any other needed infrastructure-related information to CSIS senior management, key stakeholders and other entities;

establish and maintain effective relationships with providers of information and communication technology devices, products and tool sets, and representatives of key program stakeholders.

QUALIFICATIONS

Knowledge of:

Network topologies and technologies typically employed in local and wide area networks, as well as capabilities, capacities and limitations of computer hardware and infrastructure;

advanced principles, practices and trends in networking and security technology, and of Internet based systems issues and concepts;

domain expertise and an understanding of current technologies, information systems standards and best practices, as well as trends, innovations and emerging technologies.

Ability to:

Work effectively on concurrent tasks and with multiple entities while supervising team members;

work in formal organizational structures as well as with flexible teams;

work harmoniously with the staff, administrators and local education agency Chief Technology Officials both as a leader and a group member;

effectively communicate, in writing and orally, to clients, management, and technical staff;

monitor, architect, engineer, analyze, integrate, and/or build complex information systems;

perform implementation activities, or provide maintenance paths for systems with consideration for data loss prevention and ensuring systems availability;

plan and organize the work, delegate specific tasks, lead teams in network engineering or system administration and hold these staff accountable.

Experience:

A minimum of five (5) years of combined experience in designing, developing, implementing, managing and securing local and wide area networks, telecommunications, and enterprise class services.

A minimum of three (3) years of hands-on experience with the configuration and maintenance of network infrastructure.

Desirable experience includes:

Microsoft MCSE Certification, Cisco CCNA Certification or five (5) or more years of information technology assignments in a Windows/Cisco environment are highly desirable;

Experience in telephony;

Technical Information Communication/Technology (ICT) project management experience;

Experience in a service-oriented, Information Communication/Technology (ICT) environment;

Experience in .Net programming and PowerShell.

Education:

Graduation from an accredited four-year college or university with a major in computer science, information technology, or a related field required;

Work experience resulting in an equivalent knowledge base may be substituted for the major requirement;

Technical training and extensive work experience in the technologies previously indicated may be substituted for the degree requirement.

Conditions of employment:

Some positions may require proof of privately owned automobile insurance and possession of a valid California Motor Vehicle operator's license which must be maintained for the duration of the assignment.

Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.

Must present verification of completion of Child Abuse Mandated Reporter training or obtain verification within six (6) weeks of hire and annually thereafter, as required by the California Child Abuse and Neglect Reporting Act.

This position is overtime exempt and has a probationary period of one year.

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