Madera Unified School District
Classified Job Description

Information Technology Supervisor

Purpose Statement

The job of Information Technology Supervisor was established for the purpose of supporting the educational process with specific responsibility for supervising Information Technology services and staff; providing information to internal customers; and scheduling work assignments within established timeframes and standards.

This job reports to Director of Information Technology and Support Services.

Essential Functions

- Supervises Information Technology support staff and ensures that staff follows standards and best practices.
- Works with site principals and/or administrators to ensure that school sites and district offices receive reliable technical support and that technology resources are in working order.
- Provides feedback and recommendation to the Director of Information Technology and Support Services on issues including staffing, technology planning and support procedures.
- Assists in planning and conducting in-service training and safety education for assigned personnel for the purpose of ensuring quality and completion of work as scheduled.
- Communicates with administrators, personnel and outside organizations for the purpose of coordinating activities, resolving issues and conflicts and exchanging information.
- Evaluates assigned activities and/or projects for the purpose of delivering services in compliance with established guidelines.
- Inspects work of assigned personnel for the purpose of ensuring safe practices on the job, communication, coordination, quality, quantity and completion of the work as scheduled.
- Participates in meetings, workshops and seminars for the purpose of conveying and/or gathering information required to perform functions.
- Prepares a variety of written materials (e.g. reports, memos, letters, procedures, manuals, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.
- Researches a variety of topics for the purpose of developing new programs/services, ensuring compliance with relevant requirements, securing general information for planning, taking appropriate actions, and/or responding to requests.
- Reviews support requests, purchase requisitions, and work assignments for the purpose of ensuring compliance with adopted standards and policies.

- Supervises work and workplace safety standards for the purpose of ensuring compliance regulatory requirements and district preventive maintenance processes.
- Supervises schedules, assign and directs District personnel in a variety of job classifications for work to be done at District locations for the purpose of ensuring that the department functions in a safe and efficient manner.

Other Functions

Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements:
Skills, Knowledge and Abilities

SKILLS: Specific skill-based competencies required to satisfactorily perform the functions of the job include: utilizing pertinent network, application, operating system monitoring and troubleshooting software; adhering to safety practices; planning and managing projects; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform basic and computer math; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: current, legacy and emerging operating systems; environments and network technologies; and concepts of grammar and punctuation.

ABILITY is required to schedule activities and/or meetings; gather and/or collate data; and consider a number of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and utilizes equipment under a variety of conditions for multiple purposes. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is moderate to significant. Specific ability-based competencies required to satisfactorily perform the functions of the job include: setting priorities; establishing effective relationships; being attentive to detail; communicating with diverse groups; conveying technical information to non-technical audiences.

Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods; managing a team; and monitoring budget expenditures. Utilization of significant resources from other work units is sometimes required to perform the job's functions. There is a continual opportunity to impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling; and significant fine finger dexterity. Generally the job requires 20% sitting, 50% walking and 30% standing. The job is performed under minimal temperature variations and in a generally hazard free environment.

Minimum Qualifications

<u>Experience</u>: Five years of increasingly responsible professional experience in Information Technology with some lead or supervisory experience. Experience in an IT supervisory capacity preferred.

<u>Education</u>:   Bachelor's degree from an accredited college or university in Computer Science, Information Technology, Business or a related field is preferred. Relevant IT certifications (e.g. Microsoft, Cisco) are preferred.

<u>Required Testing</u>   <u>Certificates</u>

<u>Continuing Educ./Training</u>   <u>Clearances</u>
                                                             Criminal Justice
                                                             Fingerprint/Background Clearance
                                                             TB Clearance

<u>FLSA Status</u>   <u>Approval Date</u>   <u>Salary Range</u>
Non Exempt   Range 12 of the Classified Supervisory Salary Schedule