

**FRESNO UNIFIED SCHOOL DISTRICT**  
**Position Description**

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<b>TITLE:</b>	Manager III, Technology Services	<b>REPORTS TO:</b>	Chief Technology Officer
<b>DEPARTMENT:</b>	Information Technology	<b>CLASSIFICATION:</b>	Management
<b>FLSA:</b>	Exempt	<b>WORK YEAR:</b>	Varies
<b>BOARD APPROVAL:</b>	July 28, 2010	<b>SALARY:</b>	E-26/Management Salary Schedule

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**BASIC FUNCTION:**

Accountable for improving student achievement through the effective management of an assigned area; plan, organize, coordinate and direct the day-to-day functions of the Information Technology Services department to provide efficient and timely delivery of high quality technological services to meet the needs of the District; supervise, provide clear work direction and evaluate the performance of assigned staff.

**DISTINGUISHING CHARACTERISTICS:**

Incumbents in the Technology Services Manager III classification are assigned to work in one of the following specific areas:

Technology Services Manager III – Network Administration  
Technology Services Manager III – Technology Support  
Technology Services Manager III – Systems Administration

**REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below (E). This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)**

Plan, organize and direct the activities of the Information Technology Services department to provide timely delivery of high quality technological services to sites and departments. *E*

Participate in the development of goals and objectives for assigned area(s) in support of educating students at a high level to achieve their personal best; make recommendations for changes and improvements; implement approved changes and monitor work activities to ensure compliance with in established guidelines. *E*

Participate in effective short and long-range plans for department efficiency through the use of technology equipment and services; implement plans and directives to ensure proper coordination of activities. *E*

Assist the Chief Information Officer in various administrative tasks such as approving invoices, drafting correspondence and arrange for supplies and equipment to assist in ensuring appropriate allocation and usage of resources. *E*

Collect, prepare and analyze data relative to assigned area; make timely recommendations for programmatic or system changes in order to provide timely delivery of technological services to the departments and sites in support of student achievement. *E*

Direct and oversee the supervisors of Information Technology Services in the areas of Operations, Programming, Systems and Help Desk Center to ensure effective and efficient operations of each areas to meet the needs of the District; collaborate with leaders and other staff on issues and problems related to assigned area; evaluate and enhance programs to align to District standards in support of improving student learning. *E*

Supervise, provide clear work direction and evaluate the performance of assigned personnel; provide clear, constructive feedback to improve staff effectiveness; recommend performance improvement plan, disciplinary and other personnel-related actions; train personnel in assigned areas. *E*

Approve access to mainframe computer; review and provide feedback on status of programming efforts. *E*

Serve as Chief Information Officer in the absence of the Chief Information Officer. *E*

Provide technical expertise regarding assigned areas; remain current and knowledgeable on new technology issues and development; work collaboratively with others to prioritize and develop uses for new technology in support of providing students and staff a variety of technological learning tools to improve the learning and teaching in classrooms to eliminate the achievement gap. *E*

Provide for preparation of a variety of reports; review for accuracy and submit to the Chief Information Officer and others. *E*

Perform related duties as assigned.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: bachelor's degree in computer science or closely related field and four years supervisory experience in one or more of the areas managed.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Principles and practices of supervision and training.
- Principles of systems analysis.
- Operating system and programming languages used by the District.
- Management Information System, computers, LANs, WANs and convergent technologies.
- State Education Codes and other laws or regulations applicable to system design and programming responsibilities.
- Interpersonal skills using tact, patience and courtesy.
- Applicable computer language and software product evaluation.
- Capabilities, operation and utilization of computer systems and related equipment.
- Labor Relations law and employee contracts.
- Analytical and problem solving abilities.
- District organization, operations, policies, objectives and goals.

**ABILITY TO:**

- Plan, organize and coordinate programming and software support projects and specifications.
- Train, supervise, evaluate and provide work direction to assigned staff.
- Review, maintain and enhance existing computer applications and system software programs.
- Analyze and design new computer applications and programs.
- Design and install computer software applications.
- Respond to system users and answer questions regarding software application use.
- Research, identify and resolve system procedures, problems and malfunctions.
- Analyze system requirements and establish system procedures.
- Design test data and assure programs operate properly.
- Communicate with and understand user needs and systems requirements.
- Read, understand, explain and implement technical material from manuals and journals.
- Ensure programs comply with State Education Code requirements.

Learn and use new program languages and operating systems.  
Establish and maintain cooperative and effective working relationships with a diverse range of people.  
Communicate, understand and follow both oral and written directions effectively.  
Analyze situations accurately and adopt an effective course of action.  
Plan and organize work to meet schedules and time lines.  
Make presentations and deliver in-services in area of specialty.  
Work independently with little direction and many interruptions.  
Demonstrate loyalty and high ethical standards.  
Focus and appropriately allocate resources toward identified goals.  
Manage change and design an effective system of reporting progress and monitoring results.  
Negotiate skillfully in difficult situations and create solutions to promote compromise.  
Think outside the box and develop new methods or solutions inspiring others to reach a common goal  
Communicate using patience and courtesy in a manner that reflects positively on the organization.  
Actively participate in meeting District goals and outcomes  
Apply integrity and trust in all situations.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment; noise from computer room; driving a vehicle to conduct work; extended viewing of a computer monitor; occasional contact with dissatisfied individuals; constant interruptions.

**PHYSICAL ABILITIES:**

With reasonable accommodations, if necessary, sitting or standing for extended periods of time; lifting light objects; walking to supervise activities; hearing and speaking to exchange information and make presentations; seeing to perform activities; dexterity to operate a computer and other office equipment; reaching overhead, above the shoulders and horizontally, bending at the waist or kneeling to retrieve supplies or other materials; lifting to move computer equipment

Fresno Unified School District is an Equal Opportunity Employer and reasonable accommodations are made under the Americans with Disability Act as required by law.

***E=Essential Functions***