

BOISE SCHOOL DISTRICT
CLASS SPECIFICATION
TECHNOLOGY INFORMATION SYSTEMS MANAGER

Purpose of Class

This position provides leadership and operational oversight for developing, implementing and maintaining the data management framework, data governance process, and to support the Boise School District strategic planning efforts. This position will provide oversight in the areas of school and office automation, student, finance and personnel systems. Oversees the operation of workstation hardware, operating systems, and software applications (Local, Virtual and Cloud); District website, telecommunication and technology training.

Primary Function

The Technology Information Systems Manager will work with the Chief Technology Officer and Instructional Technology Manager to manage the department and to implement solutions defined in the planning processes, maximize efficiency and accommodate changing technology, situations, programs and staff. The position supervises IT Project Leaders and MIS staff.

This position will oversee all operational functions including infrastructure, network, and servers; enterprise software implementation and support; and user desktop support. Among the duties will be the responsibility to define an enterprise data model and to implement effective strategies and plans for data acquisition, stewardship, storage, service delivery, archiving and recovery. The position will also be responsible for forming and supervising cross-department teams charged to understand the needs of users and to implement solutions.

The principal duties of this class are performed in a general office or classroom environment. Driving to and from various district locations will be required.

Essential Duties and Responsibilities

- Works with Department managers to coordinate state and federal reporting and to advise regarding the accuracy, timeliness and preparation of all required reports to local, state, federal and funding source agencies.
- Maintains thorough and updated knowledge of all assigned rules and regulations bearing on Information Technology.
- Helps establish data systems that allow for special analysis and data collection;
- Works with an advisory group to prioritize requests for system modifications and new technologies, and assures that communication and support is provided to schools and administration, as appropriate.
- Works with users to establish audit methods to identify data inconsistencies within schools, District Administrative office and provides technical and training assistance to Principals, Administrators and Business Supervisors to ensure accuracy and reporting needs.
- Provides leadership and resources to address problems related to infrastructure, network services, server functions, enterprise applications, and end-user support.
- Develops and manages the implementation of an information technology strategic and tactical plan
- Works closely with stakeholders in order to design, deploy and maintain the enterprise data model and data services across the District.

- Identifies and advocates for user needs. The measure of success is user satisfaction
- Assigns projects; supervises assigned staff; makes hiring and discipline recommendations.
- Establish and manage a help desk function that can track incidents, manage inventory, and collect data on ticket completion and user evaluation of services.
- Works with users to prepare reports for the Superintendent and Chief Technology Officer.
- Maintains a high degree of professional computing competence, as evidenced by continuing professional education, participation in professional meetings, and interactions with peers and users.
- Ensure that staff receive training and learning opportunities to maintain and develop skills and knowledge for current and emerging technologies.
- Assists the Chief Technology Officer to conduct systematic evaluations on the effectiveness of IT program and organizational/management activities.
- Supervise and mentor IT Project Leaders and MIS staff, conduct evaluations and direct focused participation in professional development opportunities.
- Manage fiscal resources and establish productive and ongoing vendor contract/relationships.
- Assist Chief Technology Officer to establish a close connection with Stakeholders, Directors, Administrators, Principals, Supervisors, and technology staff.
- Perform all work duties and activities in accordance with District policies, procedures, and safety practices.

Other Duties and Responsibilities

- Manages special projects and performs other related duties as required.

Competency Requirements:

Knowledge of:

- Data structures (databases, files, spreadsheets), data analysis, data reporting, and intelligence tools.
- Complex integrated information systems, i.e. Enterprise Resource Planning (ERP).
- Project management planning principles, tools, and techniques.
- Supervisory practices and procedures.
- School district information and reporting requirements.
- Program Management standards, processes and procedures.
- Budget development.
- Current principles and practices of instructional computing technology and their application in an education environment.
- Experience leading organization-wide technology projects.
- Implementation of new and emerging technologies and innovations designed to improve access and use of technology by students and staff.

Ability to:

- Demonstrate strong organizational skills with proven ability to manage time and multiple priorities with attention to detail.
- Work closely with the Instructional Technology manager to assure that there is a detailed plan for the purchase, deployment, and support of instructional software and hardware and required infrastructure.
- Effective skills in planning, organizing and coordinating activities.
- Analyze and identify complex problems and develop and implement logical conclusions and effective solutions.
- Develop and recommend cost effective system improvements.
- Manage and supervise projects and teams to ensure effective performance as measured by user satisfaction and the resolution of user problems and issues.

- Manage timelines and multiple priorities within time constraints.
- Communicate effectively, both verbally and in writing; and strong skills in making effective presentation to groups with a range of technology skills and abilities.
- Communicate and collaborate effectively and establish working relationships with users, other employees, administrators, and the public;
- Perform multiple tasks simultaneously, including handling interruptions in order to complete tasks in a timely manner;
- Maintain District and individual confidentiality.

Experience and Training

- Bachelor's degree in Business Administration, Management Information Systems, Computer Science, or other related technical fields, or evidence of increasingly responsible and successful job performance in the areas required of the position.
- Several years of deep hands-on experience in application and IT infrastructure project implementation.
- Evidence ~~of experience~~ managing work teams who operated technologies from significant vendors such as SAP, Oracle, Microsoft, and others.
- Experience developing and maintaining data models and processes within and across a large organization or program area.
- Demonstrated experience leading technology integration at a private and/or public employer or education setting (preferred).
- Expertise in local and wide area network operating systems and enterprise computing.
- Familiarity with Federal and State regulations as they pertain to the technology function in public schools.
Experience developing and reviewing requests for information (RFI), and requests for proposals (RFP).

Deleted: of experience

Essential Physical Abilities

- Clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to understand verbal instructions and to communicate effectively on the telephone and in person.
- Visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions; troubleshoot and install computer systems and equipment, and organize documents and materials.
- Manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office and computer system equipment.
- Personal mobility, flexibility, and balance, with or without reasonable accommodation, which permits the employee to work in various office/school locations with computer equipment, lifting or moving objects that weigh up to 35 lbs.
- Job tasks may require, with or without reasonable accommodation, climbing, stooping, kneeling, crouching, reaching, standing, walking, lifting, fingering, grasping and repetitive motions.