



INFORMATION SYSTEM MANAGER

Position Summary

Ensure the Student information System platform needs are met throughout the district, including database management, system documentation, hardware and software management, application development, maintenance, upgrades, testing, training, documentation, and user support. Works with significant autonomy under general supervision with the building principals, department staff and technology integrators to help create a vision of technology use and integration that assures technology and student/staff data supports the educational needs of students and teachers. Provide leadership to Information Technology staff, and approach all technology needs holistically within an educational environment.

Supervisory Relationship

This position reports to the Director of Technology. This position oversees a substantial unit within the Information and Technology Department and supervises both exempt and non-exempt staff and may partner with others in shared supervision.

Essential Functions

1. Assure technology/network diagnostic and maintenance tasks are appropriately prioritized, scheduled and coordinated with other potentially impacted system owners to minimize conflict with the instructional day and the school calendar.
2. Provide guidance and recommendations in the purchase of technology equipment and programs to support the district instructional technology platform.
3. Assist in the development, implementation, and evaluation of the district's technology plan.
4. Work with the Technology Integrators in the evaluation and selection of instructional software and web-based applications.
5. Develop plans for replacement, maintenance, and ongoing support of all hardware and software.
6. Provide district-wide technical support of computer systems, networks, and related equipment.
7. Coordinate, document, and oversee the district student information system platform (Synergy), including remote access to the platform.
8. Submit, track and resolve bug reports, enhancement requests and questions to the student information system vendor.
9. Collaborate with district personnel and consortium members to plan periodic software upgrades.
10. Document and Maintain the backup, recovery and operating processes for the district student information system platform and data warehouse. Develop and maintain a disaster recovery plan in accordance with district policy and acceptable downtime.
11. Advise the school principals and technology integrators on staff development activities that promote effective and secure use of available instructional/administrative technology resources.
12. Document, maintain and adhere to best practices in the development of policy,

procedures and applications of technology in the district, such as the student information system platform.

13. Assist in reviewing computer hardware and software needs for the District's instructional and administrative programs.
14. Maintain an inventory of technology hardware and software.
15. Evaluate all communication systems for cost effective strategies and compliance with all 9-1-1 regulations, including SMS and mass calling communication tools for the district using appropriate tools such as SchoolMessenger.
16. Develop and maintain a disaster recovery plan in accordance with district policy and acceptable downtime.
17. Complies with all policies and procedures established by the school board and school administration.
18. Provide assistance and support for team members and projects as needed. Serve as project manager for select district technology initiatives.
19. Assist in determining ways to integrate separate data systems, both inside and outside the district using appropriate tools such as Clever, OneRoster, LTIs, APIs and RapidIdentity.
20. Ensure security and privacy of data as per the appropriate regulations (e.g., HIPAA, FERPA, CIPA).
21. Review, advise and manage budgets for new and existing technology and software.
22. Provide new or existing reports and data extracts to support informed decision-making by district personnel.
23. Support data warehouse operations (Hoonuit) and facilitate the introduction of new datasets for analysis and decision-making.
24. Act as security administrator for district user accounts to access the Oregon Department of Education (ODE) application system.
25. Represent the Technology department in various work groups within the district and in various education-related organizations outside the district, including taking a leadership role in the local Oregon Coast to Cascades Consortium (OC3).
26. Hires, trains, and supervises the SIS services staff; ensures that the staff is empowered to exercise initiative and work creatively, participate productively in interdepartmental and inter-divisional teams, engage in regular professional development activities, and cooperate and communicate well with others.
27. Maintain and develop professional skills for self and employees through ongoing training and career development, including self-study, classroom training, and industry seminars and workshops; attend, participate in and lead meetings, conferences, seminars and trainings.
28. Supervise and evaluate the performance of assigned personnel, communicate job expectations, train, coach, counsel and discipline employees; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions.
29. Perform other duties and assume other responsibilities as assigned.

Required Knowledge, Skills and Abilities

1. Knowledge of computer technologies, protocols and cloud-based technologies.
2. Managerial, organizational, analytic, and problem solving skills. Supervise, plan, direct and evaluate the work of others.
3. Ability to supervise staff in a respectful, supportive manner.
4. Analytic and problem-solving skills.

5. Knowledge of networked systems access and security guidelines, procedures and technology and computer software related to business operations, data security, curriculum and instruction.
6. Assure efficient and timely delivery of program services, projects and activities.
7. Knowledge database performance tuning techniques.
8. Knowledge of current trends and information sources for managing network systems.
9. Supervisory principles, practices, and methods.
10. Think strategically and develop short and long term technology plans, lead and participate in the development and implementation of division policies, practices and management principles.
11. Ability to listen, write, and communicate effectively.
12. Knowledge of system backup and recovery procedures and techniques.
13. Ability to work with people from diverse backgrounds and socioeconomic levels.
14. Establish and maintain collaborative working relationships across teams, functions and layers with district staff and external stakeholders.
15. Ability to exercise sound judgment in complex situations.
16. Maintain confidentiality and demonstrate discretion, initiative and good judgment.

Minimum Qualifications

Education

- Bachelor's degree in Computer Science or closely related field; **and**,

Experience

- Four (4) years of experience reflecting the skills shown below. Two (2) years of the experience must have included lead work or project team coordination over the work of supervisory staff and financial monitoring.

An equivalent combination of education and/or experience equaling **eight (8) years** will be evaluated. However, there will be no education substitution for the two (2) years lead work project team coordination of supervisory staff and financial monitoring experience.

Specific preferences for types of experience, if any, will be identified at the time of recruitment. It is important to note that these preferences are not qualification criteria. They are simply additional screening criteria that will be utilized to help determine the best candidates.

Work Environment

Duties are performed in office, school, and community settings. Execution of responsibilities may require work beyond the standard workday and workweek.

ADDITIONAL INFORMATION	
Employee Unit	MAPS
Pay Grade	Admin 12 - Grade 11
Created by	Steve Menachemson, Director of Technology
Approved by	Karen M. Hardin, Director of Human Resources
Last Revised	November 1, 2021