

Technology Support Manager (Systems)

Classified Position - 7504

<u>Salary</u> Specialized Classified Position per Salary Schedule	<u>Days</u> 260	<u>Reports to:</u> CIO/Director of Technology
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SCOPE OF RESPONSIBILITIES

Responsible for District systems and software in support of educational program objectives

REPRESENTATIVE DUTIES / ESSENTIAL FUNCTIONS

1. Ensure all servers are accessible daily
2. Configure any new servers as needed (virtual or physical)
3. Maintain up-to-date records such as support contracts, inventory, etc.
4. Monitor server disk storage
5. Monitor server performance and install upgrades as needed
6. Configure share permissions and security
7. Install and maintain the district print server
8. Maintain/upgrade VMware environment
9. Maintain/upgrade SAN environment and iSCSI connections
10. Maintain documentation for assigned systems
11. Implement a plan for backup of servers and shares
12. Implement an off-site disaster recovery backup
13. Monitor and ensure that devices are receiving the latest antivirus version and receive updates
14. Ensure that Windows updates are delivered successfully and manage special deployment groups
15. Install and troubleshoot technical issues with specialized network software
16. Maintain the KMS volume licensing server that manages licensing and activation for Microsoft products
17. Serve as the contact for Microsoft Campus Agreement renewals and keep serial numbers up-to-date
18. Configure Microsoft's System Center Configuration Manager
19. Maintain/create windows images for deployment via PXE or other methods
20. Work with team to provide solutions to AD tasks and maintenance
21. Work with team to provide solutions to force out software and settings through Group Policy
22. Maintain configuration documentation for all district copiers
23. Work with copier vendors to set up new devices
24. Work with Principals/school staff about using different features of copiers
25. Work with team to configure and maintain web filter and upgrades
26. Serve as network backup
27. Assist Specialist with wireless projects as needed
28. Help other team members with projects or other task in their areas when asked/needed
29. Work with KDE, state engineers, and each other to complete projects and/or find solutions to escalated problems
30. Maintain regular and predictable attendance
31. Adhere to the professional code of ethics
32. Successfully utilize technology as appropriate in job function
33. Perform special projects and other duties as assigned by supervisor

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

- Software installation, configuration and troubleshooting
- Local and wide area networks (LAN/WAN), Internet, e-mail systems, telecommunications and data communications, standard operating systems, and software packages
- Security equipment, such as firewalls, intrusion detection systems and virus protection systems
- Network equipment, such as servers (physical and virtual), switches and routers

- Advanced principles and techniques of systems analysis and programming
- Windows and Macintosh platforms and their operating systems
- Windows Active Directory and Group Policy Management
- Network firewall and image deployment solutions
- District organization, operations, policies and objectives

ABILITY TO:

- Maintain a working relationship with staff
- Troubleshoot and resolve systems issues
- Work as a team and communicate using interpersonal skills such as tact, patience and courtesy
- Work closely with other departments and collaborate with other IT staff
- Maintain records in problem resolution
- Apply principles and techniques of programming to specific user needs and problems
- Maintain current knowledge of trends and products
- Analyze situations accurately and adopt an effective course of action
- Plan and organize work
- Maintain regular and predictable attendance
- Meet schedules, deadlines and time frames

MINIMUM QUALIFICATIONS

1. Bachelor's degree in computer information science or related field
2. Experience administrating a network environment
3. Well-developed human relations/communications/teamwork skills