<div align="center">**ELK GROVE UNIFIED SCHOOL DISTRICT**</div>

CLASS TITLE: CENTRALIZED TECHNICAL SERVICES MANAGER

BASIC FUNCTION:

Under the direction of the Director-Technology Services, organize and direct the day-to-day activities and operations of the Technology Services Department for the support of personal computer users and telecommunications network; coordinate activities for technical services for new school start ups, including computer network setup and telephone system startup; train and supervise the performance of assigned staff.

REPRESENTATIVE DUTIES:

Organize and direct the day-to-day activities and operations of the Technology Services Department for the support of personal computer users and telecommunications network.

Coordinate activities for technical services for new school start ups, including computer network setup and telephone system startup.

Train and supervise the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions.

Coordinate new sub-network connections, major moves of equipment and scheduled downtime for between Technical Services, Computer Operations, and the customer site.

Select and procure appropriate diagnostic and repair tools for technical services staff.

Establish and enforce network file server standard configurations, installation, monitoring, and testing procedures; establish server documentation formats and enforce documentation standards for District file servers connected to the Wide Area Network (WAN).

Assist Training Support Specialists during workload peaks or when difficult problems need additional help.

Coordinate with outside repair vendors for negotiating equipment maintenance contracts and problems that arise with existing contracts and/or time and material repairs.

Review and approve standard price lists for computer configurations and telephones.

Review, approve or reject purchase requisitions for computer software/equipment and telephone purchases by the District.

Provide periodic reports to management categorizing training and support activities.

Establish training programs for staff members to maintain an adequate level of skills to keep up with constantly changing technology.

Establish and enforce procedures involving District telecommunications networks in a "standardized" supportable configuration including telephone system programming, cabling systems, network file servers, routers and hubs.

Create and maintain standards documents for networked microcomputers.

Prepare and maintain a variety of reports, records and files related to assigned activities and personnel.

Communicate with administrators, personnel and outside organizations to coordinate activities, resolve issues and conflicts and exchange information.

Operate a computer and assigned software programs; operate other office equipment as assigned.

Attend a variety of meetings as assigned.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Network topologies (LAN/WAN), networking components such as bridges, routers and hubs.
Oral and written communication skills.
Principles and practices of supervision and training.
Applicable laws, codes, regulations, policies and procedures.
Interpersonal skills using tact, patience and courtesy.
Operation of a computer and assigned software.

ABILITY TO:
Organize and direct the day-to-day activities and operations of the Technology Services Department for the support of personal computer users and telecommunications network.
Install and configure various software applications on Local Area Networks (LANs) and microcomputers.
Make routine equipment adjustments and perform routine maintenance.
Provide technical assistance to computer systems users.
Provide technical guidance and recommendations concerning existing computer programs and systems.
Train and supervise the performance of assigned staff.
Communicate effectively both orally and in writing.
Interpret, apply and explain rules, regulations, policies and procedures.
Establish and maintain cooperative and effective working relationships with others.
Operate a computer and assigned office equipment.

Analyze situations accurately and adopt an effective course of action.
Meet schedules and time lines.
Work independently with little direction.
Plan and organize work.
Prepare records and reports related to assigned activities.
Maintain consistent, punctual and regular attendance.
Hear and speak to exchange information.
Move hands and fingers to operate a computer keyboard.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in computer science or related field and four years experience implementing and supporting computer applications in a networked environment (LAN and/or WAN).

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.