

## **ELK GROVE UNIFIED SCHOOL DISTRICT**

### **CLASS TITLE: TECHNOLOGY OPERATIONS 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; coordinate data entry and reporting schedules for school sites; coordinate input cutoffs and report schedules for accounts Payable, Payroll and Human Resources data; create and supervise the execution of the monthly production schedule; train and supervise the performance of assigned staff.

#### **ESSENTIAL FUNCTIONS:**

Organize and direct the day-to-day activities and operations of the Technology Services Department.

Coordinate data entry and reporting schedules for school sites; coordinate input cutoffs and report schedules for accounts Payable, Payroll and Human Resources data; create and supervise the execution of the monthly production schedule.

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

Communicate with administrators, personnel and outside organizations to coordinate activities, resolve issues and conflicts and exchange information; serve as liaison between user departments to coordinate procedures.

Establish and maintain Technology Services operation's schedule to include coordination of cutoffs for input of SIS data, Payroll, Accounts Payable, Human Resources and Budget documents and other data entry forms relative to data flow.

Serve as a liaison between operations and programming staff; provide third tier direct support to SIS hotline and on-site visits.

Train mainframe application users and supervise the execution of the annual microfilming plan; provide ongoing application training for new users as required.

Set up and monitor data control procedures and period end (month, quarter, annual) processing.

Maintain Internet applications, firewall proxy, web server Internet filtering and inter/intranet proxy.

Monitor central computer systems performance and turn operating system accordingly for mainframe and NT servers including preventative maintenance and repair as needed; maintain annual service maintenance

contracts for assigned software, hardware and related licensing.

Monitor diagnostic and security systems and take actions required to keep systems running and secure; review console log and other security reports daily.

Prepare and maintain a variety of reports, records and files related to assigned activities and personnel; maintain proper database configuration on district computers for centralized applications including capacities, indexes and user access rights

Prepare estimates and purchase requests for Technology Services production supplies; prepare budgets and annual plans for microfilming.

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.

**DEMONSTRATED KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- 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.
- Methods and procedures of operating computers and peripheral equipment.
- Technical aspects of field of specialty.
- Principles, methods and problems of operating computers and peripheral equipment.
- Firewall construction management, Internet filtering and proxy servers.
- Principles of computer technology.
- Computer hardware systems, software applications and languages utilized by the District.
- Technical aspects of WAN maintenance, operation and programming.

**ABILITY TO:**

- 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 computers and peripheral equipment properly and efficiently.
- Communicate operating procedures and requirements to users.
- Develop and prepare processing schedules for computer operations.
- Provide technical assistance to computer systems users.

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.

Sit or stand for extended periods of time.

See to view a computer monitor.

**EDUCATION AND EXPERIENCE REQUIRED:**

Any combination equivalent to: associate's degree in computer science with an emphasis on Management Systems or related field and two years experience in computer operation, multiple computer installation of mainframe computers, wide area network administration or related field.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.