

## SALEM-KEIZER PUBLIC SCHOOLS JOB DESCRIPTION

01/12	<u>SUPERVISOR, TECHNOLOGY</u>	3.12.5A
Effective Date	Job Title	Index

1. Primary Function: To support student achievement through supervision of technology staff and insuring the continuity and control of all appropriate functional areas and projects on a daily basis in the assigned area of responsibility. The incumbent in this position may oversee some combination of networking telecommunications, application development, desktop support, customer support center or project management functions.
  
2. Responsibilities:
  - 2.01 Carries out all assignments and insures that all standards, policies and procedures are followed for the responsible functional area.
  - 2.02 Reviews and supervises the responsible functional area staff.
  - 2.03 Serves as primary contact person for users concerning responsible functional area issues.
  - 2.04 Learns all functional area tools currently in use by the organization to which they are assigned, and how to apply them effectively to complete task/projects.
  - 2.05 Attends training classes both internal and external, seminars, and/or conferences to increase understanding of their field and the technology used. Keeps current on technology and trends through industry literature, periodicals and other sources.
  - 2.06 Prepares documentation which may include procedures, standards, policies and operational documentation.
  - 2.07 Assumes responsibility for completion of assignments for functional area. This includes completing reviews of work performed and actions taken.
  - 2.08 Provides mentoring and/or training to subordinate technical staff in the responsible area.
  - 2.09 Participates as a member of the leadership team for the Technology Department.
  - 2.10 Participates in setting department direction, goals and priorities.
  - 2.11 Evaluates and conducts job performance ratings of all staff in the responsible area.
  - 2.12 May be required to fill in for Department Director, or other TIS leadership in times of his/her absence.
  - 2.13 May be required to travel to district locations and outside of district.
  - 2.14 May be required to transport district equipment to district locations.
  - 2.15 Performs related duties consistent with job description and assignment.

**SALEM-KEIZER PUBLIC SCHOOLS JOB DESCRIPTION**

01/12	<u>SUPERVISOR, TECHNOLOGY</u>	3.12.5A
Effective Date	Job Title	Index

3. Major Planning Requirements:

- 3.01 Research and test tools available to the enterprise.
- 3.02 Plan for transition to new technical environments.
- 3.03 Plan resource allocation for projects across the organization.
- 3.04 Plan and develop budget impact documents for resources and technology tool enhancements.

4. Key Relationships:

- 4.01 Technology Director: Position reports to this manager.
- 4.02 Technology & Information Services: Supervises all staff in area of responsibility.
- 4.03 Interactions: Works with other supervisors and team leads within the Technology Department, as well as customers in schools and departments, with some contact with outside agencies and vendors.

5. Minimum Qualifications:

- 5.01 Five years of experience in technology; at least two years of as a senior team lead or supervisor in a technical area. Included in the five years should be at least two years of project planning and implementation experience.
- 5.02 Four-year degree in computer science, information systems, or related field.
- 5.03 Or, any combination of technical training, experience or education that demonstrates knowledge of and skills in, any of the above areas.

6. Work Experience: Applicable to responsible area of assignment

- 6.01 Team leadership and team building skills.
- 6.02 Team leadership and/or supervisory experience over technical/professional personnel.

7. Term of Employment: Twelve (12) months.

8. Salary Level: Grade 7

9. Work Environment: The position generally works in an office environment with occasional travel to meetings.

**SALEM-KEIZER PUBLIC SCHOOLS JOB DESCRIPTION**

01/12	<u>SUPERVISOR, TECHNOLOGY</u>	3.12.5A
Effective Date	Job Title	Index

**10. Physical Requirements:**

Strength: Sedentary/moderate– Exert force to 20 pounds occasionally or a negligible amount of force frequently to lift, carry, push, pull or move objects.

Salem-Keizer School District is an equal opportunity employer.

Position: Supervisor, Technology

I am willing and able to perform the duties of this job:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

## SALEM-KEIZER PUBLIC SCHOOLS JOB DESCRIPTION

01/12	<u>SUPERVISOR, TECHNOLOGY</u>	3.12.5A
Effective Date	Job Title	Index

### SPECIFIC JOB CONTENT

An incumbent in this position may supervise one or more of the following content areas:

#### Network and Telecommunications

##### Interactions:

Has regular interactions with TIS leadership team and technical staff in other functional areas. Works with customers in schools and departments. May have occasional contact with outside agencies and vendors.

##### Responsible for:

- Overseeing the daily operations, maintenance and support of all technology infrastructure equipment (routers, switches, servers, telephone devices, firewalls etc.)
- Maintaining connectivity and security between building sites and the Technology Department (WAN, LAN, Telecommunications)
- Maintaining connectivity and security between the Internet and the District Intranet
- Maintaining connectivity and security between District Intranet sites
- Developing and managing projects related to networks and telecommunications including budgets, staffing, timelines, risk and scope issues
- Coordinating work with other functional areas including help desk, desktop support, application development.
- Supervising project teams in the functions of a project's life cycle development.
- Participating in the contract process as it relates to the Technology Department.
- Reviewing and maintaining active contracts with vendors

---

#### Application Development

##### Interactions:

Has regular interactions with TIS leadership team and technical staff in other functional areas. Works with customers in schools and departments. May have occasional contact with outside agencies and vendors.

##### Responsible for:

- Overseeing the development, maintenance and support of all technology applications for the district including school-based, support, and business system applications.
- Supervising peer reviews of projects under development.
- Supervising project teams in the functions of a project's life cycle development.

**SALEM-KEIZER PUBLIC SCHOOLS JOB DESCRIPTION**

01/12	<u>SUPERVISOR, TECHNOLOGY</u>	3.12.5A
Effective Date	Job Title	Index

- Overseeing requirements analysis, system design, programming, testing, and implementation for new systems and enhancements to existing systems.
- Understanding and practicing the concepts of system analysis and design, preferably using object oriented methods.
- Developing and overseeing release management functions.
- Developing and managing projects including budgets, staffing, timelines, risk and scope issues.
- Coordinating work with other functional areas including help desk, desktop support, networking, telecommunications and projects.
- Participating in the contract process as it relates to the Technology Department
- Reviewing and maintaining active contracts with vendors.
- Supervising all programming duties in conjunction with the development or modification of a system, and technical programming assistance given to staff members.
- Providing mentoring and/or training to technical staff in applications development, design, and tool usage.

---

**Customer Service Support**

**Interactions:**

Has regular interactions with TIS leadership team and technical staff in other functional areas. Works with customers in schools and departments. May have occasional contact with outside agencies and vendors.

**Responsible for:**

- Overseeing the daily operations of end-user devices including desktops, printers, and other hardware and related software.
  - Tracking, monitoring and adjusting customer support functions to ensure the technology of the district is functioning and available to end users.
  - Supervising project teams in the functions of a project’s life cycle development.
  - Developing and managing projects including budgets, staffing, timelines, risk and scope issues.
  - Coordinating work with other functional areas including application development, networking, telecommunications and projects.
  - Participating in the contract process as it relates to the Technology Department.
  - Reviewing and maintaining active contracts with vendors.
  - Supervises all duties in conjunction with customer support activities including desktop support and the Help Desk.
  - Providing leadership, guidance, mentoring and/or training to technical and non-technical staff in the appropriate use of technology to support business and school functions.
-

**SALEM-KEIZER PUBLIC SCHOOLS JOB DESCRIPTION**

01/12	<u>SUPERVISOR, TECHNOLOGY</u>	3.12.5A
Effective Date	Job Title	Index

**Project Management**

**Interactions:**

Has regular interactions with TIS leadership team and technical staff in other functional areas. Works with customers in schools and departments. May have occasional contact with outside agencies and vendors.

**Responsible for:**

- Overseeing the creation, maintenance and implementation of a project management methodology, including guidelines, templates and best practices.
- Providing oversight and management of the district’s most critical technology-based projects.
- Coordinating project pipeline, project prioritization, and project re-sourcing activities for the department.
- Supervising project teams in the functions of a project’s life cycle development.
- Developing and managing projects including budgets, staffing, timelines, risk and scope issues.
- Coordinating work with other functional areas including customer service support, networking, telecommunications and application development.
- Contract management including RFP development, selection and negotiation of products and services.
- Reviewing and maintaining active contracts with vendors

Provides mentoring and/or training to technical and non-technical staff in project management.