

**SAN DIEGO UNIFIED SCHOOL DISTRICT
POSITION DESCRIPTION**

TITLE:	Information Technology Supervisor	REPORTS TO:	Director, Information Technology
DEPARTMENT:	Information Technology	CLASSIFICATION:	Classified
FLSA:	Exempt	SALARY GRADE:	044 AASD Supervisors'
ISSUED:	December 11, 2007		

BASIC FUNCTION:

Plan, organize, and supervise the operation of a variety of information technology services functions including budget planning, maintenance and repair of computer hardware, peripheral equipment, and software; help desk management; telecommunications; expand the division's influence in the organization; train, schedule and supervise assigned personnel and/or other division-wide information technology areas as assigned.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

***E* = Essential Functions**

Supervise the operation of the help desk, division operations, computer repair shop, and/or other information technology areas; perform highly responsible administrative detail of a supervisory, operational, or technical nature. ***E***

Provide technical training and assistance to staff; assist in developing district programs, interpret legislation, and ensure compliance in a variety of areas related to Information Technology Department. ***E***

Conduct regular meetings with school site and department representatives to ensure service levels and customer satisfaction; communicate with district personnel and outside agencies to exchange information, coordinate activities, and resolve issues and concerns. ***E***

Organize, monitor and participate in user support activities; assure user needs are met and problems are resolved. ***E***

Organize unit assignments and determine priorities; supervise and train staff. ***E***

Supervise the preparation of reports and analytical studies. ***E***

Supervise, plan assignments, and organize the workflow of the information services area within the division; develop programs and processes for improving efficiency of operations. ***E***

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE:

Any combination of training, experience, and/or education equivalent to graduation from a recognized four-year college or university with a degree in a related field and at least one year of recent, related experience in a large information technology organization.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Budget preparation and control.

Oral and written communication skills.

Principles and practices of administration, supervision, and training.

Interpersonal skills using tact, patience, and courtesy.

Operation of a computer and assigned software.

Detailed technical knowledge in a minimum of one of the following areas; Computers, Networks, Phone Systems, Security Management or Human Resources.

ABILITY TO:

Interpret and apply segments of educational and administrative codes and collective bargaining agreements.

Design and maintain computerized record keeping systems.

Evaluate and prepare technology recommendations on a variety of hardware and software platforms.

Plan, organize, develop, and implement technology services to schools and central offices.

Supervise 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 comprehensive narrative and statistical reports.

Direct the maintenance of a variety of reports and files related to assigned activities.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor or outdoor environment.

PHYSICAL ABILITIES:

Dexterity of hands and fingers to operate a computer keyboard; sitting or standing for extended periods of time; hearing and speaking to exchange information and make presentations; seeing to read and write reports; lifting light objects.

Job Code 6708

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