INFORMATION TECHNOLOGY MANAGER

DISTINGUISHING FEATURES OF THE CLASS: The work involves the responsibility for directing, planning, developing and supervising the technical support activities and services of an Information Technology department within a school district. The employee in this class researches and makes recommendations of the required hardware and software to make the best use of supported technology services within the district. An individual is also responsible for training school district personnel in the use of technology services and their applications. The position is under the direct supervision of an Assistant Superintendent, with leeway allowed for exercising independent judgment in carrying out the details of the work. Supervision over the work of technical support personnel is a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Directs, plans, develops and supervises the technical support activities and services of an Information Technology department within a school district;

Supervises the district's technology personnel and consultant Webmaster and assigns, reviews and evaluates the work thereof;

Establishes work priorities and procedures for technology personnel and maintains a clear and organized work schedule keeping within the needs of the district;

Prepares, evaluates and approves bid specifications and purchase orders for information technology products and services, while staying within approved spending guidelines;

Evaluates, researches and recommends the selection, configuration and installation of the required hardware and software to make the best use of supported technology services and fully integrate that technology into the school district;

Consults with school district administrators and personnel on the on-going development, maintenance and effectiveness of applications, evaluating enhancements and making recommendations for system modifications;

Trains school district personnel in the use of technology services and their applications throughout the district;

Serves as district liaison for application training services by coordinating training and assisting in the set-up, configuration and maintenance of application software;

Develops training programs and manuals by working with administrators and district personnel to determine their long-term technology objectives and goals and provide support for technology services, while keeping within budgetary and spending guidelines;

Prepares and submits for approval the annual technology budget, including equipment, supplies, personnel training and other technology-related costs;

Researches and develops new materials needed for training, based on the analysis of training evaluations and researches new software applications to better serve the district's needs;

Responsible for maintaining school district technology databases, including managing software licenses, technology inventory, access rights and trainings, and preparing the data for import into the respective databases;

Attends required and necessary meetings, including staff, BOCES and Board of Education meetings, to develop short and long-range plans for the use of technologies as they relate to the educational environment;

Designs, creates and produces quarterly newsletters, brochures and training manuals for department services and is responsible for the collection and editing of information.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of computer software applications; good knowledge of computer hardware and software technology; working knowledge of the organizational functions, policies and regulations of a school district; working knowledge of available computer technologies and their application to the instructional environment; ability to problem-solve computer user-related problems relative to software technology; ability to prepare and deliver training programs; ability to establish and maintain cooperative relations with others; ability to prepare narrative and statistical reports; ability to formulate sound plans and recommendations; ability to supervise the work of others; ability to communicate effectively both orally and in writing; poise; tact; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

A. Graduation from a New York State registered or regionally accredited college or university with a Bachelor's Degree, which included or was supplemented by fifteen (15) credit hours* in Computer Science, Information Resources Management, Information Technology, Management Information Systems, Business or closely related field and one (1) year of full-time paid, or its' part-time equivalent, experience in applying technology training and support to user groups; **OR**

B. Graduation from a New York State registered college or university with an Associate's Degree, which included or was supplemented by fifteen (15) credit hours* in Computer Science, Information Resources Management, Information Technology, Management Information Systems, Business or closely related field and three (3) years of full-time paid, or its' part-time equivalent, experience in applying technology training and support to user groups; **OR**

C. Successful completion of fifteen (15) credit hours* in Computer Science, Information Resources Management, Information Technology, Management Information Systems, Business or closely related field offered by a technical training institute, college or a corporate training program and four (4) years of full-time paid, or its' part-time equivalent, experience in applying technology training and support to user groups; **OR**

D. Graduation from high school or possession of a high school equivalency diploma and five (5) years of full-time paid, or its' part-time equivalent, experience in applying technology training and support to user groups; **OR**

E. An equivalent combination of training and experience as indicated above.

*Coursework in the use of specific programs such as WORD, EXCEL OR ACCESS, and data entry is not acceptable.

ULSTER COUNTY   Adopted: September 21, 2005
3659 IT MGR
Classification: Competitive
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