

Santa Clarita Valley Food Service Agency

Position Description

Position: IT Manager	Position Number:
Department/Site Office	FLSA: Non-Exempt
Reports to/Evaluated by: Director, Finance & Administration	Salary Grade: 125

Summary

Installs, configures, troubleshoots, and services networked computer workstations and related equipment and software used in administrative and instructional lab environments. Designs, installs, configures monitors, operates, and maintains server hardware and software for one or more networks governing data communications among personal computers and participates in Agency-wide-area projects and problem solving. Provides technical support and help functions that relate to computer hardware and applications software, data communications, and connectivity.

Distinguishing Career Features

The IT Manager requires the ability to setup and maintain servers and networks including those for the web site, to know routers, switches, and TCP/IP addressing, and participate in wide area network and connectivity. The IT Manager monitors and troubleshoots server performance, sets up backup schedules, and hardware and software compatibility issues.

Essential Duties and Responsibilities

- Participates in the design and installation of wide-area computer networks. Develops specifications and functional requirements for networks used for administrative and production purposes.
- Researches, recommends and installs upgrades and enhancements to computer networks. Evaluates adequacy of existing networks based on user needs and traffic.
- Integrates applications with network servers and host computer operations. Specifies data communications requirements and wiring and hardware layouts for new facilities and/or modifications to existing facilities, in accordance with standards.
- Installs, troubleshoots, and repairs computer network, network server, computers and peripheral equipment. Upgrades network and computer hardware, operating system and application software, patches, and other network equipment.
- Ensures servers are maintaining successful back-up routines to protect Agency databases.
- Coordinates warranty work for hardware covered under product warranty agreements. Prepares equipment replacement schedules, as necessary.
- Researches and recommends system and software upgrades for increased productivity and compatibility.
- Manages student information databases including Point of Sale systems.

- Trains and coordinates personnel.
- Regularly communicates with member districts to update and exchange student information.
- Prepares accurate reports.
- Maintains inventory system, Point of Sale, and back office proprietary systems.
- Maintains printers, telecom system, building alarm and video security system, vehicle GPS system, copiers, postage meter, and related systems.
- Manages Agency website, working with contracted web designer to update and manage content as directed.
- Provides technology support for offsite trainings and events as needed.
- Receives and resolves user calls on a timely basis. Documents procedures and calls, noting problem and solution, or forwards work order requests to the appropriate technology staff.
- Troubleshoots and performs various technical computer and peripheral repair duties that include but are not limited to diagnosing system failures and isolating faulty parts, repairing or replacing parts, and verifying and testing for correct operations.
- Installs and configures networked workstation users. Activates data communications ports using network software. Implements protocols for electronic mail systems and accounts.
- Provides a range of troubleshooting techniques to resolve network hardware and operations problems, including but not limited to connectivity, internet access, electronic mail and file servers. Works with fellow staff, equipment users, vendors, and independent contractors to identify and resolve problems.
- Updates existing security software on networks and workstations. Tests existing operating systems and personal computers for potential viruses and security problems.
- Implements protocols and procedural controls for operation of the network systems.
- Develops and maintains up-to-date documentation supporting areas such as network infrastructure, system blueprints and schematics, procedures and steps for equipment setup, help desk questions and answers, and inventory recording.
- Initiates requests for purchases of computer workstation and network equipment, parts, and software. Submits completed documents for review and approval.
- Participates in training as needed to keep up to date on new and changing industry methods and trends.
- Performs other duties as assigned that support the overall objective of the position.
- Meets regularly with CEO and Directors to evaluate, update and implement outstanding and completed projects.

Qualifications

▪ **Knowledge and Skills**

Requires in-depth technical knowledge of personal computer operations, including the relationship and usage of various input and output components, business and education support software, and terminology. Requires a working knowledge of operating systems used in conjunction with networks. Requires a thorough knowledge of data communication protocols. Requires a well-developed understanding of the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires technical knowledge of personal computer-based local area networks, network operations, connectivity between servers, and integration of data and telecommunications. Requires a working knowledge of protocols such as TCP/IP, IGRP, and Ethernet. Requires a working knowledge of the physical elements of the network including: fiber optic, twisted pair, and coaxial Ethernet cabling and connections, and routing, switching, and repeating equipment. Requires sufficient communication skills to conduct individual instruction and technical assistance on the use and application of PC-based business and education, internet, utility, and connectivity software. Requires skill at conducting in-service type training. Requires sufficient writing skill to document technical procedures. Requires proficiency in Microsoft office applications.

▪ **Abilities**

Requires the ability to install small networks including but not limited to workstation-to-server and server-to-network communications. Requires the ability to install, configure, and troubleshoot networked computer workstations, systems, and programs used by the Agency in both instruction and administrative areas. Must be able to install and configure computer components such as, but not limited to, cards and drivers. Must be able to fabricate and connect interface cables and connections between computers. Must be able to analyze data and evaluate the needs of users and develop the alternative solutions to problems and needs. Must be able to prioritize and organize work to meet deadlines and timetables. Must be able to read, interpret and apply complex technical information including equipment blueprints and schematics. Must be able to give one-on-one and small group training in the use of computers and business and instructional software. This includes live demonstrations in conference or classroom settings.

▪ **Physical Abilities**

Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl and reach to install cables and equipment. Requires sufficient hand eye coordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to lift, push, and pull objects of medium weight (50 to 75 lbs.) on an occasional basis. Requires the ability to work in confined areas with noise variations, dust, and limited ventilation.

▪ **Education and Experience**

The position may require the equivalent to an Associates degree in computer science or related technical field and 4 years experience in network operations and personal computer technical support. Industry certifications may substitute for some experience.

▪ **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where some safety considerations exist from physical labor, positioning in cramped areas, and handling of medium weight, yet, awkward materials.

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