TECHNOLOGY SUPPORT SYSTEMS MANAGER

DEFINITION

To manage, plan, organize, supervise and coordinate computer and network system activities and operations of the Technology Support Services Department (TSS) including database administration, and mainframe and other computer systems operations; scheduling, control, distribution, and data processing support, to manage program applications; to coordinate assigned activities with other divisions, departments and outside agencies, and to provide highly responsible and complex administrative support to the District's Chief Business Officer.

ESSENTIAL FUNCTIONS

Assume management responsibility for computer and network system services operations and activities of the TSS Department including database administration, program applications management, and all mainframe and other computer systems scheduling, control, distribution, and data processing support, including user training and repairs of equipment; participate in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommend and administer policies and procedures; monitor and evaluate the efficiency and effectiveness of service deliver methods and procedures; recommend, within unit policy, appropriate service and staffing levels; plan, direct, coordinate and review the work plan for assigned staff; assign work activities, projects and programs; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems; review, investigate, evaluate and select new technologies for current and future business needs including computer systems equipment, hardware and software; ensure that all technologies comply with the District standards and strategic direction; provide assistance to other divisions and departments on changes, new applications and related issues; review and evaluate requests for new services, hardware and software; prepare service, equipment and software bid requests; develop requests for proposals; write specifications; evaluate bids received and select vendors; monitor performance of equipment and contracted services to ensure compliance with District standards; provide technical assistance in managing and maintaining system applications; perform detailed analysis and define programming requirements; develop, modify and make enhancements to programs; determine needs for contracting services with outside vendors; approve invoices and renewals for contracted software and hardware maintenance; as assigned, serve as project manager for computer operations including data storage, imaging systems, mainframe application conversions and related projects; implement necessary actions to resolve procedural or operational problems with data processing systems; select, train, motivate and evaluate assigned staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures; oversee and participate in the development and administration of the computer systems and operations budget; participate in the forecast of funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement adjustments; serve as the liaison for computer operations and activities with other departments and outside agencies; negotiate and resolve sensitive and controversial issues; serve as staff on a variety of committees; prepare and present staff reports and other necessary correspondence; provide responsible staff assistance to the Chief Business Officer; attend and participate in professional group meeting; stay abreast of new trends and innovations in the field of computer systems and data processing operations; perform related duties and responsibilities as required.

REQUIRED QUALIFICATIONS

Knowledge of:

Operations, services and activities of a mainframe and decentralized computer data processing centers and associated software environments.

Mainframe and decentralize systems, internal processes and operations.

Operational characteristics, services and activities of mainframe and decentralized computer systems.

Operational characteristics and capabilities of data processing equipment.

Principles and processes of computer operating systems and related hardware and software.

Principles and practices of program development and administration.

Computer operations environmental requirements.

Concepts, principles and specifications of relational database management systems.

Structured systems analysis and design.

Structured programming, methodology and languages.

Operational characteristics of a variety of personal computer applications.

Methods and techniques of contract negotiation and administration.

Concepts, principles, practices and operational characteristics of emerging technologies in assigned area of responsibility.

Methods and techniques of evaluating computer systems hardware and software.

Methods and techniques of hardware and software installation.

Principles and practices of budget preparation and administration.

Principles of supervision, training and performance evaluation.

Pertinent Federal, State and local laws, codes and regulations.

Ability to:

Oversee and participate in the management of mainframe, decentralized and database administration technical support programs district-wide.

Oversee and participate in the management of a computer systems operations and data processing center.

Oversee, direct and coordinate the work of lower level staff.

Select, supervise, train and evaluate staff.

Manage and implement assigned projects.

Coordinate and implement data recovery procedures.

Research and evaluate new technology in assigned area of responsibility.

Troubleshoot operational problems and articulate resolutions.

Apply complex technical principles and administration of goals, objectives and procedures.

Prepare and administer program budgets.

Prepare clear and concise administrative and financial reports.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Research, analyze and evaluate new service delivery methods and techniques.

Provide assistance to clients and end users.

Determine needs for contracting services with outside agencies.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Maintain mental capacity with allow for effective interaction and communication with others.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing and operating assigned equipment.

Training & Experience:

Three years of increasingly responsible computer technology and data processing program management experience including one year of administrative and supervisory responsibility.

Equivalent to a Bachelors degree from an accredited college or university with course work in computer science, information systems, data communications business administration, or a related field.

Established 6/00