

Job Title: **IT Services Manager**
 Job Family: **Non-Certified**
 Pay Program: **Administrative**
 Prepared/Revised Date: **August 2017**

Job Code: **3103**
 FLSA Status: **Ex – E**
 Pay Range: **L 04**
 Work Year: **12 months**

SUMMARY: Oversee daily operations of the Records Department, Print Studio, Instructional Materials Center (IMC), and Mail Room. Respond to customer inquiries, determine action required and implement. Direct, evaluate and coordinate processes for better efficiencies. Direct the fulfillment of information requests submitted within the district. Collaborate with the Legal and Communications departments to ensure compliance with state and federal guidelines and reduce risk for the district. Collaborate with stakeholders to ensure timely delivery of products. Evaluate staff performance in accordance with district guidelines, manage budget, and monitor expenditures. Function as technical resource on broad range of software and use business intelligence software to report on data trends and dashboards.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

| Job Tasks Descriptions | Frequency | % of Time |
|--|------------------|------------------|
| 1. Plan, implement and monitor support of Integrated Library System including configuration updates, user support, licensing, training, security and recommendations for upgrades, vendor projects, etc. Maintain bibliographic integrity of ILS and oversee uploads of MARC records. Perform or provide guidance on original cataloging and cataloging issues. Provide technical support and training for the ILS. Frequently collaborate with District Library Services Coordinator and digital literacy teachers. | D | 20% |
| 2. Perform as Application System Analyst for variety of Business Services databases. Ensure that customer requirements, solution design, application code, database design, system documentation, and system testing follow an approved set of standards.. | D | 20% |
| 3. Direct and monitor support of multifunction devices and their enhanced software to ensure they are functioning properly. | M | 5% |
| 4. Responsible for maintaining the district records retention rules in compliance with legal and administrative requirements, pursuant to District policy, and state and federal law. Direct and monitor support of Enterprise Records Management system including configuration updates, user support, licensing, training, security and recommendations for upgrades, vendor projects, etc. Update the records retention program as required by operations or changes in law or regulation. Direct the evolution of Records Management policies and procedures, and assist departmental records liaisons in compliance with the written records procedures for the district. | D | 25% |
| 5. Responsible for the day-to-day operations of the Records, Print Shop and IMC departments and staff. Responsible for review, approval and verification of reported time in district time and labor system. May prepare and analyze time and labor reports and complete paperwork for payment of stipends and other pay. | D | 27% |
| 6. Perform other duties as assigned. | Ongoing | 3% |
| TOTAL | | 100% |

EDUCATION AND RELATED WORK EXPERIENCE

- Bachelor’s degree from an accredited college or university in a related field required.
- Master’s degree preferred.
- Minimum of five (5) years of experience including records management, print production, database analysis/visualization and/or library cataloging.
- Must successfully complete current district training for supervision of Classified Staff within one (1) year of entering position.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Ability to promote and follow Board of Education policies, District policies, building and department procedures.
- Ability to communicate, interact and work effectively and cooperatively with all people, including those from diverse ethnic and educational backgrounds. Willingness to contribute to cultural diversity for educational enrichment.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.
- Advanced analytical and problem solving skills.
- Critical thinking and problem solving skills.
- Knowledge of records and information management principles and best practices to manage information throughout its lifecycle.
- Knowledge of state and federal records retention requirements and regulations.
- Knowledge of and experience with Integrated Library Systems and cataloging.
- Ability to maintain confidentiality in all aspects of the job.
- Ability to manage multiple priorities.
- Ability to diffuse and manage volatile and stressful situations.
- Ability to keep up-to-date technically and apply new knowledge to your job. Includes adapting to and mastering new system applications and processes as implemented by the district or department.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers and peripherals.
- Operating knowledge of district information technology systems and any other department specific software and equipment required within 2 months after entering position.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

| | POSITION TITLE | JOB CODE |
|--------------------|--------------------------------------|-----------------|
| Reports to: | Chief Information Technology Officer | 060301 |

| | POSITION TITLE | # of EMPLOYEES | JOB CODE |
|------------------------|--|-----------------------|-----------------|
| Direct reports: | District Records Technician | 2 | 1318 |
| | Printing Service Technician | 3 | 1500 |
| | Printing Services Lead | 1 | 1354 |
| | Facility Mailroom Specialist | 1 | 1338 |
| | Graphic Design and Prepress Technician | 1 | 1403 |
| | Instructional Materials Center Processor | 3 | 090909 |

- Supervisory responsibilities include hiring, disciplining, terminating, directing work, assigning work, training and evaluating. Responsible for hiring temporary staff (5-10 people) every summer for the IMC.

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- Accountable for the preparation of long range budgets, goals and objective for the Records Department, Print Studio and IMC including staff in each department.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

| PHYSICAL ACTIVITIES: | Amount of Time | | | |
|-------------------------------------|-----------------------|------------------|-------------------|-----------------|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Stand | | X | | |
| Walk | | X | | |
| Sit | | | X | |
| Use hands to finger, handle or feel | | | | X |
| Reach with hands and arms | | | X | |
| Climb or balance | X | | | |
| Stoop, kneel, crouch, or crawl | | X | | |
| Talk | | | | X |
| Hear | | | | X |
| Taste | X | | | |
| Smell | X | | | |

| WEIGHT and FORCE DEMANDS: | Amount of Time | | | |
|----------------------------------|-----------------------|------------------|-------------------|-----------------|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Up to 10 pounds | | X | | |
| Up to 25 pounds | | X | | |
| Up to 50 pounds | | X | | |
| Up to 100 pounds | X | | | |
| More than 100 pounds | X | | | |

| MENTAL FUNCTIONS: | Amount of Time | | | |
|--------------------------|-----------------------|------------------|-------------------|-----------------|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Compare | | | X | |
| Analyze | | | | X |
| Communicate | | | | X |
| Copy | | X | | |
| Coordinate | | | | X |
| Instruct | | X | | |
| Compute | | | | X |
| Synthesize | | | | X |
| Evaluate | | | | X |
| Interpersonal Skills | | | | X |
| Compile | | | | X |
| Negotiate | | | X | |

| WORK ENVIRONMENT: | Amount of Time | | | |
|---------------------------------------|-----------------------|------------------|-------------------|-----------------|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Wet or humid conditions (non-weather) | X | | | |
| Work near moving mechanical parts | X | | | |
| Work in high, precarious places | X | | | |
| Fumes or airborne particles | X | | | |
| Toxic or caustic chemicals | X | | | |
| Outdoor weather conditions | X | | | |
| Extreme cold (non-weather) | X | | | |
| Extreme heat (non-weather) | X | | | |
| Risk of electrical shock | X | | | |
| Work with explosives | X | | | |
| Risk of radiation | X | | | |
| Vibration | X | | | |

| VISION DEMANDS: | Required |
|---|-----------------|
| No special vision requirements. | |
| Close vision (clear vision at 20 inches or less) | X |
| Distance vision (clear vision at 20 feet or more) | X |
| Color vision (ability to identify and distinguish colors) | X |
| Peripheral vision | X |
| Depth perception | X |
| Ability to adjust focus | X |

| NOISE LEVEL: | Exposure Level |
|---------------------|-----------------------|
| Very quiet | |
| Quiet | |
| Moderate | X |
| Loud | |
| Very Loud | |