

Job Summary:

The job of Manager, Special Services Technology was established for the purpose/s of planning, organizing and directing the overall functions of assistive technology, student information systems, technical support and web content for Special Services; planning and designing assistive technology training and Special Services technology training; planning and implementing the daily staffing and operational activities of the special services technology department; evaluating the performance of personnel; managing the strategic technology plans for Special Services; coordinating technical activities with the Information Systems department, other internal departments, school districts, state organizations and outside agencies; providing expert level support and administrative support to assigned staff.

Essential Functions:

- ▶ Communicates with administrators, staff, vendors, community members, state organizations and other outside organizations for the purpose of coordinating activities and programs, resolving conflicts and exchanging information.
- ▶ Designs/Develops/Implements/Maintains technology solutions for the purpose of improving the efficiency of administrators and staff to include the training of staff in all departments within the Special Services division.
- ▶ Develops systems for bench marking and evaluating the department's efficiency for the purpose of identifying areas of improvement.
- ▶ Develops/Maintains support for Special Services informative online/web contents for the purpose of ensuring the availability of up-to-date information about Special Services to community members.
- ▶ Develops/Plan/Monitors the creation and use of Student Information Systems for the purpose of tracking students' progress and maintaining state reporting standards.
- ▶ Directs the development of technology goals and objectives of the department for the purpose of effectively providing technology solutions for Special Services.
- ▶ Directs the implementations of assistive technologies and educational software for the purpose of ensuring that Special Services students' needs are met.
- ▶ Interviews/Selects employees for positions as well as recommends those for transfers, reassignments and disciplinary actions for the purpose of increasing the department's overall performance.
- ▶ Oversees assigned staff's performance and provides assistance to programs such as PROMIS, SEIS, CSIS, CBEDS, CASEMIS, and SubFinder for the purpose of ensuring that all objectives are met.
- ▶ Oversees the workflow of the department for the purpose of ensuring that all assigned projects are completed in acceptable time frames.
- ▶ Plans/Coordinates computer hardware and software acquisitions for the purpose of meeting Special Services technology requirements.
- ▶ Supervises/Evaluates the performance of assigned staff for the purpose of increasing the department's overall performance.

Skills, Knowledge and/or Abilities Required:

- ▶ **Skills to:**
 - operate a computer and technical equipment efficiently and effectively;
 - troubleshoot computer and technology related issues;
 - analyze complex problems, develop alternate solutions and make recommendations;
 - communicate effectively, orally, and in writing;
 - communicate with individuals of varied cultural and educational backgrounds;
- ▶ **Knowledge of:**
 - MIS/CSIS, computer hardware systems, software applications, and system administration;
 - Microsoft Operating Systems, Windows NT/2000/2003/XP, Linux, Mac OS;
 - computer networks including routers, hubs, switches, WAP, TCP/IP networks, network configurations and implementations;
 - DNS, WINS, DHCP, Active Director, email services, HTTP services, and SQL databases;
 - firewalls, ISA servers, anti-virus software, Internet, network security and client security;
 - budget preparation and control;
 - problem solving techniques and practices;
 - applicable laws, codes, regulations, policies and procedures;
 - PROMIS, SEIS, CASEMIS, CSIS, CBEDS and SubFinder;
 - e-rate policies and procedures;
- ▶ **Ability to:**
 - plan, organize and administer technology for Special Services;
 - provide technical guidance and recommendations;
 - prepare and present a variety of comprehensive reports and project summaries;
 - evaluate and prioritize assigned projects;
 - maintain current knowledge of technological advances in the field;
 - work independently with little direction;
 - effectively negotiate objectives and evaluation criteria;
 - lead, motivate and inspire assigned staff towards achieving departmental goals and objectives;
 - effectively supervise and analyze the performance of assigned staff;
 - maintain software licensing;
 - assure compliance with applicable laws and regulations;
 - schedule and manage multiple, simultaneous projects;
 - attend in-service trainings, conferences and meetings;
 - make formal presentations and lead training sessions.

Responsibilities include: working independently under broad organizational policies to achieve organizational objectives; managing major organizational components; and supervising the use of funds. Utilization of significant resources from other work units is routinely required to perform the job's functions. There is a continual opportunity to significantly impact the Organization's services. The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; some stooping, kneeling, crouching, and/or crawling; and some fine finger dexterity. Generally the job requires 50% sitting, 25% walking, and 25% standing. This job is performed in a generally clean and healthy environment.

Experience Required:

- ▶ Job-related experience within specialized field with increasing levels of responsibility is required.

Education Required:

- ▶ Bachelor's Degree in Computer Science, Information Systems, or other technology related majors required;
- ▶ Master's Degree preferred.

Certificates, Licenses, Clearances, Testing and/or Bonding Required:

- ▶ Department of Justice and FBI Fingerprint Response.
- ▶ Valid California driver's license and proof of automobile insurance.
- ▶ Microsoft Certified Trainer (MCT).
- ▶ Cisco Certified Network Associate (CCNA).
- ▶ Microsoft Certified Systems Engineer(MCSE).

FLSA Status: Exempt

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This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office.

This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office.

This organization is a Drug and Tobacco - Free Workplace

This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.