STOCKTON UNIFIED SCHOOL DISTRICT

INFORMATION SERVICES SUPPORT SUPERVISOR

GENERAL DESCRIPTION

The Information Services (IS) Support Supervisor contributes to the establishment of District technology vision for both business, administrative and educational functions; and provides daily, ongoing management of technology systems, services, and technology assets that support the mission and goals of a high-performing District. The IS Support Supervisor works closely with site leadership to provide comprehensive support to technology-based teaching and learning activities of the staff and students, and with site administration, department staff, and management to support systems of strategic benefit to school and district operation. The IS Support Supervisor plays a key role in the planning, development, implementation, management, and maintenance of applications, infrastructure, security, networks, client devices, technology training, and communications.

SUPERVISION RECEIVED AND EXERCISED:
Receives direction and supervision from the Executive Director of Technology and Innovation or designee. Exercises direction and supervision over assigned staff.

REPRESENTATIVE DUTIES — (Incumbents may perform any combination of the essential functions shown below (E). This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification but is intended to accurately reflect the principal job elements.)

● Collaborate with technology management, schools, and departments to strategically integrate and innovate with technology in business operations and curriculum and instruction. *(E)*
● Oversee and evaluate the performance of Network Support Technicians and other staff as assigned that fosters a collaborative and service-oriented environment. *(E)*
● Identify and implement training to keep staff current with emerging technologies. *(E)*
● Provide direction and support in technology planning, equipment acquisition, and establishing hardware and software standards. *(E)*
● Lead projects in project management, technical architecture, and standards development. Assist personnel in planning and implementing technology-based projects. *(E)*
● Develop, implement, and maintain system security and perform evaluations of assigned staff. *(E)*
● Plan, organize, and negotiate with vendors to acquire technology aligned with divisional and project goals. Evaluate emerging technologies and best practices to recommend cost-effective integrations. *(E)*
● Organizes and coordinates appropriate staff development activities to ensure proper use of equipment and programs. Assures training is both operational and conceptual in scope. *(E)*
● Assists administrative, instructional and support personnel to plan and implement a wide range of technology-based projects. *(E)*
● Oversees set-up; installation and maintenance of technology devices (computers, cameras, IP speakers, tablets, etc.) used for programs and projects. *(E)*
● Facilitate and ensure proper inventory of technology including distribution and reporting. *(E)*
● Evaluates technological changes, emerging technologies and best practices in computer and communication fields to recommend innovative and cost-effective integration of new technologies. *(E)*
● Participate, manage and/or lead both short and long-range planning efforts and projects. *(E)*
● Perform related duties as assigned.

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QUALIFICATIONS

Knowledge of:
- Problem-solving skills
- Record-keeping techniques
- Evaluation approaches, strategies, and techniques
- Interpersonal skills using tact, patience, and courtesy
- Oral and written communication skills
- District organization, operations, policies, and objectives

Ability to:
- Supervise and evaluate the performance of assigned staff
- Work tactfully and effectively with significant organizational impact
- Communicate clearly and effectively both orally and in writing
- Provide technical information and assistance to others concerning the feasibility, acquisition, implementation and maintenance of information systems and telecommunications systems and services
- Plan and organize work
- Maintain records and prepare reports

Education and Experience:

Any combination of education, training and experience equivalent to an Associate of Arts degree in Computer Science or a related field required. Two (2) years of broad, varied and increasingly responsible analytical, technical, and supervisory work in the field of Educational Technology, Information Systems or related field required.

License and Certificates:
- Possession of a valid California driver's license
- Valid First Aid and CPR certificates must be obtained within sixty (60) days from date of hire

Salary Placement:
Range 41(12-month work year)
Stockton Unified Supervisory Unit

Board Approved: June 12, 2024