

## SAN MATEO COUNTY OFFICE OF EDUCATION

CLASS TITLE: MANAGER, INFORMATION TECHNOLOGY SUPPORT

### BASIC FUNCTION:

Under the direction of the Administrator, Information Technology Services, plan, organize and direct operations and activities involved in the programming, development, operation, analysis, maintenance and repair of designated County Office and school district computer systems, databases, hardware, software and peripherals; coordinate projects, personnel, help desk functions, telecommunication system maintenance, data processing and communications to meet County Office and school district technology needs; supervise and evaluate the performance of assigned personnel. Under the direction of the County Office Information Technology Services Manager, plan, organize and direct operations and activities involved in the programming, development, operation, analysis, maintenance and repair of designated County Office and school district computer systems, databases, hardware, software and peripherals; coordinate projects, personnel, help desk functions, telecommunication system maintenance, data processing and communications to meet County Office and school district technology needs; supervise and evaluate the performance of assigned personnel.

networks and related practices, requirements, procedures and malfunctions; coordinate help desk troubleshooting and solutions; assure proper and timely response to maintenance and repair needs. Coordinate communications, projects, systems and information between personnel, de



**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Management of operations and activities involved in the programming, development, operation, analysis, maintenance and repair of designated County Office and school district computer systems, databases, hardware, software and peripherals.

Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, networks and peripherals.

Principles, methods and procedures of operating computers, network systems and peripherals.

Telecommunication system operations, programming, upkeep, maintenance and repair.

Principles, practices and methods of database structures, computer programming and system design.

Database structures, on-line applications and system capabilities of technology systems.

Customer service and help desk standards, practices, techniques and procedures.

System utilities and design and program applications.

Principles and techniques of systems and network analysis.

Policies and objectives of assigned programs and activities.

Applicable laws, codes, regulations, policies and procedures.

Principles and practices of administration, supervision and training.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

**ABILITY TO:**

Plan, organize, direct, supervise, coordinate, and evaluate the work of others; analyze and synthesize information; and write reports and documents.

Work independently with little direction.

Plan and organize work.

Oversee and participate in the preparation and maintenance of various records, reports and files.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: bachelor's degree in computer science or related field and five years increasingly responsible experience involving the programming, development, operation, analysis, maintenance and repair of computer systems.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

Driving a vehicle to conduct work.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information.

Seeing to view a computer monitor and read a variety of materials.

Sitting for extended periods of time.