Killeen Independent School District
Job Description

Job Title: Technology Support Manager
Reports To: Director for Network Operations
FLSA Status: Exempt

SUMMARY
Collaborates with server, network and systems team members to maintain high availability of all systems and resources. Ensures all hardware, system and network software, and applications are installed correctly and maintained properly. Assists with the development and maintenance of systems security, systems redundancy, disaster recovery, and change management processes.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Manages and oversees the Server, Desktop and Helpdesk teams.

Participates in Killeen ISD technology incident responses and situations.

Maintains technology security focus and proficiency.

Reviews and updates technology incident response plans as technology changes.

Coordinates successful deployment of technology projects.

Maintains, monitors, and reports to Technology Services relevant operating system(s) and network performance with associated tools and utilities.

Provides support for the design, implementation and maintenance of inbound and outbound network security processes.

Oversees and ensures all system maintenance, upgrading, and planning on all district servers, patch management, desktop operating systems, desktop management, and resource management and accountability including, but not limited to: Apple OS X Desktops; Windows Desktop and Server architectures.

Acquires a minimum working knowledge of applications in order to optimize performance, resolve problems, and modify as required.

Collaborates with district administrative and instructional technology staff to provide consistent, reliable and highly available systems and resources for instructional purposes.

Provides system/application administration such as account management, storage assignments and access authorization.

Evaluates and recommends hardware and software configurations, solutions, and planning on all technology resources.
Assists in the development of new and/or revised administrative methods or policies to improve utilization, reporting, and overall accountability in administration of systems and applications to ensure efficient and effective resource utilization.

Will be an active participant in Killeen ISD technology incident responses and situations.

Maintains technology security focus and proficiency.

Regularly reviews and updates technology incident response plans as technology changes.

Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES
Carries out supervisory responsibilities in accordance with the district's policies and applicable laws. Responsibilities include interviewing and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS
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.

EDUCATION and/or EXPERIENCE
Bachelor's degree, required; Master's degree, preferred; five years minimum experience providing services aligned with position purpose, required. Experience with managing multiple teams, experience Windows Server OS and applications, Windows Desktop, Mac, and Linux OS. Project management experience, preferred.

CERTIFICATES, LICENSES, REGISTRATIONS
Microsoft, Apple, and Mobile Device Management Certifications, preferred

LANGUAGE SKILLS
Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from vendors, contractors, administrators, principals, staff, and general public.

MATHEMATICAL SKILLS
Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY
Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

OTHER SKILLS AND ABILITIES
Knowledge of Mac OS X desktop and laptop OS, Windows OS. Knowledge of server systems maintenance and operations, Networking systems in wired and wireless applications, and IT Security. General knowledge of technology storage systems, including SAN architecture and
similar systems.

MENTAL DEMANDS/PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:

**Tools/Equipment Used:** Hand tools and test instruments for electronic repairs and cable installations; personal computers and peripherals

**Posture:** Prolonged sitting; regular kneeling/squatting, bending/stooping, pushing/pulling, twisting

**Motion:** Repetitive hand motion; frequent keyboarding and use of mouse; regular walking, grasping/squeezing, wrist flexion/extension, reaching

**Lifting:** Moderate lifting and carrying (up to 44 pounds)

**Environment:** Occasional prolonged and irregular hours; occasional districtwide travel; May be required to be on-call 24 hours a day.

**Mental Demands:** Work with frequent interruptions; maintain emotional control under stress.

**Revised Date:** August 29, 2019

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required.