

SCHOOL DISTRICT OF SARASOTA COUNTY

JOB DESCRIPTION

MANAGER SCHOOL SUPPORT SERVICES

SALARY SCHEDULE: ADMINISTRATIVE – [D] - H

COST CENTER: SHARED PROFESSIONAL SERVICES (9020)

QUALIFICATIONS:

- Bachelor’s Degree from an accredited educational institution
- Minimum of five (5) years experience in instructional technology leadership.
- Possess successful management experience with online training /ILS/micro-computer/ web-based learning systems.
- Possess experience in providing customer support for both technical and non-technical users.
- Minimum of three (3) years teaching experience
- Foundation Certificate in IT Service Management

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of learning applications, online professional development applications, school vision making processes, telecommunications systems, and technology / network infrastructure planning.
- Knowledge of School Board rules and regulations related to assignments.
- Ability to plan, organize and prioritize assignments.
- Ability to balance several job functions at one time and work under a heavy workload.
- Ability to work cooperatively with other departments and agencies.
- Ability to communicate effectively, both orally and in writing.

REPORTS TO:

Chief Information Officer, Technology

JOB OBJECTIVE:

To provide for the District’s training and leadership in the planning, development, implementation, and integration of technology learning tools into the classroom. This position also coordinates all instructional system applications planning, support activities, and web-based systems that support the instructional program.

SUPERVISES:

Instructional Specialist (Technology K-5)
 Instructional Specialist (Technology 6-8)
 Instructional Specialist (Technology 9-12)
 Technology Support Professionals

PERFORMANCE RESPONSIBILITIES:

- Work with schools to establish performance metrics to ensure needs are being properly met.
- Organize and coordinate activities associated with implementation and usage of tools provided by the district including but not limited to productivity tools, email, and applications used by groups without programming customization.
- Evaluates and provides techniques for increasing user technology productivity.
- Examine and analyze existing schools’ learning challenges and facilitate the development of solutions using instructional learning technology resources.
- Assist cost centers throughout the District in efforts to develop user technology skill proficiency to be able to utilize technology to support operations while enhancing productivity and effectiveness.
- Ensure that District online learning resources remain secure and reliable.
- Coordinate and oversee all current and long-range instructional technology support budgets.

MANAGER SCHOOL SUPPORT SERVICES (continued)

- Coordinate and/or assist in the district-wide implementation of identified standard learning technology resources (ex: Activ Boards, teacher laptops, enhanced sound systems, etc.) This service to include the planning, scheduling, communication, installation, training of recipients, and project analysis.
- Ensure alignment of the district instructional vision provided by Curriculum leadership with the current and future infrastructure capabilities.
- Ensure the District is in compliance with local, state and federal rules pertaining to the District Technology Plan submission.
- Coordinate and manage the effective district implementation of the District's Technology Plan.
- Interact with parents, outside agencies, business and community to enhance understanding of District initiatives and priorities in learning technologies and to elicit support and assistance.
- Respond to inquiries or concerns in a timely manner.
- Keep the leadership informed, through proper channels, of potential problems or unusual events.
- Work closely with District and school staffs to support school improvement initiatives/processes and promote the continuing effort of digitizing education to meet the needs of NeXt Generation Learning. .
- Disseminate information and current research to appropriate personnel.
- Keep well informed about current trends and best practices in learning technologies.
- Maintain expertise in assigned areas to fulfill project goals and objectives.
- Facilitate the development, implementation and evaluation of staff development activities in assigned areas.
- Promote and support professional growth for self and others.
- Develop annual goals and objectives consistent with and in support of district goals and priorities.
- Maintain a network of peer contacts through professional organizations.
- Attend training sessions, conferences and workshops to keep abreast of current practices, programs and legal issues.
- Supervise assigned personnel, conduct annual performance appraisals and make recommendations for appropriate employment action.
- Prepare or oversee the preparation of all required reports and maintain appropriate records.
- Serve on District, state or community councils or committees as assigned or appropriate.
- Represent, consistently, the District in a positive and professional manner.
- Provide leadership and direction for the assigned areas of responsibility.
- Utilize appropriate strategies and problem-solving tools to make decisions concerning planning, utilization of funds, delivering services and evaluation of services provided.
- Exercise proactive leadership in promoting the vision and mission of the District.
- Provide oversight and direction for cooperative planning with other agencies.
- Set high standards and expectations for self and others.
- Demonstrate initiative in identifying potential problems or opportunities for improvement and take appropriate action.
- Use appropriate styles and methods to motivate, gain commitment and facilitate task accomplishment.
- Facilitate problem solving by individuals or groups.
- Perform other incidental tasks consistent with the goals and objectives of this position.
- Every Sarasota County Schools employee has emergency response responsibilities, though not every position will require routine assignments during an emergency event. All employees are subject to recall around the clock for emergency response operations, which may require irregular work hours, work at locations other than the normal work location, and may include duties other than those specified in the employee's official job description. Assignments in support of emergency operations may be extensive in nature, with little advance notice, and may require employees to relocate to emergency sites with physically and operationally challenging conditions.

PHYSICAL REQUIREMENTS:

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan.

Length of the work year and hours of employment shall be those established by the District.

MANAGER SCHOOL SUPPORT SERVICES (continued)

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Job Description Supplement No. 11