

JOB DESCRIPTION

TRENTON BOARD OF EDUCATION CONFIDENTIAL POSITION IT Service and System Manager

JOB TITLE: IT Service and System Manager

REPORTS TO: Executive Director Technology and Innovation

NATURE AND SCOPE OF JOB:

The IT Service and System Manager's primary objective is to rapidly resolve technology issues that are reported through the district's ticketing system and maintaining the district's systems.. The position requires a hands-on technical leader who is responsible for delivering a world class support experience for faculty, staff, students, alumni and other external partners. The IT Service and System Manager is expected to know the specific details of complex technical issues, while keeping the big picture in mind. Additionally, this manager has strong leadership and communication skills which leads the tier one technical support team to exceeding performance expectations.

QUALIFICATIONS:

Qualifications of IT Service and System Manager include:

1. Bachelor's Degree or relevant equivalent Technical Certification and experience in addition to the minimum experience.
2. Certifications & Licenses (Preferred) ITIL (IT service management) course and/or certifications; Knowledge Centered Support KCS (Principals); Google Educator Certification, Google Admin cert preferred.
3. Minimum of 5 years' professional or technical experience in IT with a strong background in all aspects of customer service in an educational setting.
4. Management experience that demonstrates proficiency in leadership techniques and management of resources. Hands-on experience with a wide variety of computer software, hardware, and peripherals, including but not limited to Microsoft365 and Google Enterprise.
5. Experience and knowledge of industry standards and the interaction with the network between, but not limited to, application software, database software, hardware (i.e. routers and switches), communications, voice, video, etc. Experience within an educational institution is preferred.

JOB FUNCTIONS AND RESPONSIBILITIES:

The IT Service and System Manager :

Oversee All Help Desk Operations

1. Deliver frontline technical support for faculty, staff, students, alumni and partners.
2. Foster positive end-user relationships and drive customer satisfaction.

3. Promote continuous improvement of Tier 1 support, desktop administration, and telecom delivery for all stakeholders.
4. Monitoring ticket volume and performance metrics while supporting the team in exceeding expectations, including corrective action if necessary.
5. Gather and report operational metrics, accomplishments, and priorities for weekly leadership meeting(s).
6. Establish and implement ITIL (IT service management) standards.
7. Analyze the business requirements of all departments to determine their technology needs.
8. Successful delivery of services and projects supporting the business both on time and within budget through proactive team management and leadership.
9. Define team goals and lead staff to achieving desired results, and while being accountable for team performance.
10. Define and implement processes and procedures for supporting all department systems across the organization.
11. Collect feedback to determine patterns and issues such that they can be resolved, or FAQs can be provided to customers to ease in troubleshooting.
12. Develop and maintain Technical Support/knowledge base.
13. Installation and Configuration: Installing, configuring, and maintaining operating systems, software, and hardware components.
14. System Monitoring: Monitoring system performance, availability, and security. This includes checking server logs, resource usage, and network connectivity.
15. Backup and Recovery: Implementing backup strategies to ensure data integrity and availability in case of system failures or disasters. Performing regular backups and testing recovery procedures.
16. User Administration: Managing user accounts, permissions, and access controls. This includes creating, modifying, and deleting user accounts, as well as assigning appropriate permissions and privileges.
17. Troubleshooting and Problem Resolution: Diagnosing and resolving system-related issues, including hardware and software failures, performance problems, and network connectivity issues.
18. Documentation: Maintaining accurate documentation of system configurations, procedures, and troubleshooting steps. This helps ensure continuity of operations and facilitates knowledge transfer within the team.
19. Capacity Planning: Monitoring system resource usage and forecasting future capacity requirements. This involves identifying potential bottlenecks and planning for hardware upgrades or additional resources as needed.

EMPLOYMENT TERMS:

1. Work year of twelve months.
2. Salary, benefits and leave time as specified for confidential employees.
3. Conditions established by laws and codes of the State and policies, rules and regulations established by the Board of Education (N.J.S.A 18A:27-4 et seq.).

EVALUATION:

The IT Service and System Manager shall be evaluated in accordance with Board of Education Policy.

Board Approval Date – August 22, 2022

Updated March 25, 2024

CONFIDENTIAL EMPLOYEE