

**MODESTO CITY SCHOOLS**  
**JOB DESCRIPTION**  
**SUPERVISOR-SYSTEMS & OPERATIONS**

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**DEFINITION:**

Under the direction of the Manager-Information Systems, plan, organize and direct the activities and operations of the District's business systems hardware, software and peripheral devices; manage application support for business systems users; assure effective operations, maintenance and upgrades of business systems; train, supervise and evaluate the performance of assigned personnel.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Plan, organize and direct the activities and operations of the District's business systems hardware, software and peripheral devices.
- Train, supervise and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions.
- Maintain operating systems, utilities and application software; coordinate installations, upgrades and system modifications with Information Technology and District staff; maintain employee portals; provide testing and debugging of software applications.
- Serve as a liaison between Information Systems and Computer Systems for evaluation, testing, deployment and troubleshooting of workstation clients for the business systems.
- Manage the migration of the business system to new platforms as the District network topology changes.
- Support the integration between in-house applications and third party business applications; oversee migration of vendors and their applications to new operating systems and multiple server platforms.
- Research and implement mandatory requirements and new enhancements.
- Monitor the District database systems related to the business system for data integrity and proper operations; generate and execute code for data requests and business system maintenance.
- Manage and assist with cross-application issues including enabling enterprise application integration and data warehouse file-based integration with related systems.
- Collaborate with computer operator, programming staff and application specialists to troubleshoot application support problems and resolve issues related to the business system.
- Provide technical expertise, information and assistance to the District personnel and administrators regarding assigned functions; assist in the formulation and development of policies, procedures and programs.
- Oversee District operations request such as report cards, payroll, accounts payable and inventory of hardware and supplies.
- Consult with administration, supervisors, and other users in developing system enhancements, procedures, problem resolution, and training for support staff and business system users.
- Analyze operational, hardware and software problems and coordinate resolutions with staff and vendor technical support.
- Develop and maintain emergency operations recovery plan, coordinating emergency procedures testing with users, Information Systems staff, vendors and service providers.
- Manage maintenance agreements for mission critical hardware and licensing agreements for related software.
- Remain current with technology changes and hardware configurations in order to maintain business system user requirements.
- Provide support and direction for other applications that use payroll, personnel or financial data.

- Direct the preparation and maintenance of a variety of narrative and statistical reports, records and files related to personnel and assigned activities.
- Communicate with other administrators, personnel, vendors and outside organizations to coordinate activities and programs, resolve issues and conflicts and exchange information.
- Provide telephone and email support to end-users for complex issues.
- Substitute, relieve or serve as a back-up for other systems and operations personnel.
- Attend and conduct a variety of meetings and trainings as assigned; drive a vehicle to conduct work.

#### **OTHER DUTIES:**

- Perform related duties as assigned.

#### **REQUIRED QUALIFICATIONS:**

##### Education and Experience:

- Any combination equivalent to: bachelor's degree in computer science, business administration information systems management or related field and four years information systems management computer operations, software development and/or systems analysis and some supervisory experience.

##### Licenses and other Requirements

- Valid California Class C driver's license.
- Must provide DMV printout within five work days of offer of employment.
- Maintain participation in CA DMV Assessment System/Automatic Pull Program.

#### **DESIRED QUALIFICATIONS:**

- Successful experience in support of school administration and student records administration.

##### Knowledge of:

- Management of application support for business systems.
- Principles and practices of administration, supervision and training.
- Principles and methods used in programming in major industry standard languages.
- Principles and methods of computer hardware, software applications and peripheral devices.
- Troubleshooting processes and techniques.
- Administration of database systems including the use of SQL syntax and database processes.
- Procedural analysis and development.
- Understanding of accounting principles and practices.
- School District Business Applications.
- Server and midrange operating platforms.
- Linux operating system.
- Virtualized and Windows Server environments.
- SQL database server management.
- Oral and written communication skills.
- Applicable laws, codes, regulations, policies and procedures.
- Interpersonal skills using tact, patience and courtesy.
- Operation of a computer and assigned software.

##### Ability to:

- Supervise, coordinate and participate in the programming, coding, testing and maintenance of District computer systems and programs.
- Perform system management functions on midrange systems including Linux based host, Windows Servers and virtualized platforms.
- Train, supervise and evaluate the performance of assigned staff.
- Communicate effectively both orally and in writing.
- Administer database systems including the use of SQL syntax and database processes
- Detect errors in data and program structure, logic and coding.
- Test and de-bug programs for accuracy and reliability.
- Maintain data communications network and troubleshoot connectivity issues
- Interpret, apply and explain rules, regulations, policies and procedures.
- Establish and maintain cooperative and effective working relationships with others.
- Understand, implement, and write complex technical instructions.
- Analyze situations accurately and adopt an effective course of action.
- Meet schedules and time lines.
- Work independently with little direction.
- Plan and organize work.
- Prepare comprehensive narrative and statistical reports.
- Direct the maintenance of a variety of reports, records and files related to assigned activities.

### **WORKING CONDITIONS:**

#### **Work Environment:**

- Indoor/Office environment.
- Driving a vehicle to conduct work.
- Work evening or variable hours.
- Constant interruptions.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Hearing and speaking to exchange information.
- Dexterity of hands and fingers to operate a computer keyboard.
- Seeing to read a variety of materials.
- Sitting or standing for extended periods of time.
- Bending at the waist, kneeling or crouching to reach computer equipment.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

**Cabinet Approved: 3/13/12**

**Board Approved: 8/9/04, 7/30/12**

**FLSA Status: Exempt**