

**INFORMATION TECHNOLOGY
PRODUCTION SERVICES SUPERVISOR
(District Office)**

DEFINITION

Under the direction of the assigned administrator, supervise, coordinate and perform the activities and functions associated with the design, configuration, administration and support of District-wide applications, systems and databases.

TYPICAL DUTIES

Supervise, coordinate and perform the activities and functions associated with the design, configuration, administration and support of District-wide applications, systems and databases; train, supervise, and evaluate assigned employees; participate in interviewing and selecting new employees; ensure accountability and adherence to applicable laws, regulations, policies and procedures; assure compliance with District policies and principles of good IT practices; prepare, monitor, and maintain budgets and expenditures for assigned functions and activities in accordance with District policies; perform related duties as assigned.

Operations

Administer and provide oversight for all or most district-wide servers, databases and application software for the most critical business functions and the largest user communities; perform district-wide capacity planning for all or most district-wide servers, databases and critical application software; consult with IT management to ensure adequate capacity, performance, and security for all or most district-wide servers, databases and critical application software; recommend and implement Service Level Agreements (SLAs) to define agreement between IT and business units or customers for the most critical business application software areas; maintain knowledge of components outside of direct responsibilities and work with other IT units (application and infrastructure) to design and maintain overall security of systems and data; design and implement Disaster Recovery and Business Continuity plans for the most critical, district-wide business functions, consistent with IT Management and IT User community requirements; manage the analysis, application, and migration of patches and upgrades to the ERM (Enterprise Resource Management - PeopleSoft) both in test and production; manage the analysis, integration, enhancement, and support of the District-wide LMS (Learning Management System - Canvas).

Projects

Perform project management for major server, database and application software enhancements and upgrades of the most critical business systems; complex integration, involving large staffing across multiple technical layers and technical units, with significant user impact potential and risk avoidance; monitor all ongoing projects of technical employees in the unit, to ensure consistency with technical direction.

Organizational Support and Leadership

Provide administrative and technical leadership to employees in Production Services and other IT employees; establish unit goals according to guidelines; lead the planning, design, and implementation of system architectures for broad, overlapping areas of technology; recommend and justify relevant IT procedures & policies; act as a focal point for requests, problems, and issues affecting the unit; ensure timely and accurate problem solving, enhancement, testing, change management, and client relations; prepare internal and external documents and IT activity reports.

Strategy

Analyze and justify changes and improvements in systems architecture (server, database and software) to Information Technology Management for the most critical systems and largest, district-wide applications; lead long-range planning and budgeting for the most critical Information Technology systems (server, database and application software) and other related areas.

QUALIFICATIONS

EXPERIENCE

Two years of experience in a lead or supervisory position in any field. Four years of increasingly responsible experience in application software analysis, design, programming, testing, implementation, and customer relations (the required lead/supervisory experience may also be used to meet this requirement).

One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

EDUCATION

Bachelor's degree from an accredited institution in MIS, Computer Science, Business, or a related field.

KNOWLEDGE OF

Principles and practices of effective leadership, supervision, and training; applicable federal, state and local laws and regulations, such as Education Code, Labor Code, and IT Department policy; applicable District policies, regulations, collective bargaining agreements, standard operating procedures, and objectives of assigned programs; current industry practices; IT application development methodologies, procedures, principles and practices; recordkeeping techniques in a complex business environment; modern office practices, procedures and equipment.

ABILITY TO

Perform the essential functions of the position; supervise and prioritize the work of assigned areas of responsibility; select, train and evaluate employees; accurately apply and explain laws, regulations and policies; recommend district-wide processes and procedures for IT application software services; obtain verbal and written price quotations; purchase goods and services in compliance with specifications and financial constraints; expedite software upgrades and enhancements to facilitate user requirements; prepare complex IT application technical specifications; evaluate product capability and cost effectiveness; assist in the development and design of systems; maintain effective internal controls and processes; analyze situations appropriately, develop courses of action to resolve problems, and implement solutions; meet schedules and timelines; prepare clear, complete and concise reports; maintain accurate and organized

records; communicate information and give instructions clearly, concisely and logically to others; prepare and deliver presentations; utilize current technology to effectively perform responsibilities; establish and maintain cooperative and effective working relationships with others; use interpersonal skills such as tact, patience and courtesy; work cooperatively with the public, students and employees; exercise initiative and sound judgment; work well in a group setting as well as independently with little direction or guidance; work flexible schedule when needed; exercise discretion and confidentiality.

Collaborate and foster inclusion in a diverse organization.

Have sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of individuals.