

Job Title: Operations Deployment Manager

Wage/Hour Status: Exempt

Reports to: Technology Support Manager

Pay Grade: 507

Dept. /School: Information Technology

Date Revised: July 1, 2021

Primary Purpose

Manage both remote and on-site technical support, maintenance, diagnostics, and installation of all District computers and peripherals including the specific hardware, software, and web applications, in support of District instructional or administrative functions.

Qualifications

Education/Certification

Bachelor Degree in Computer Science or related field

Valid Certification or experience in both Microsoft and Apple environment, MSCE and A+ certification and vendor/Hardware (Dell/HP/etc.) certifications

Special Knowledge/Skills

- Expert level experience with computer hardware and software applications
- Knowledge of server hardware and server software applications
- Strong skill sets in technical staff management and technical problem resolution
- Strong understanding of Microsoft Windows, \Apple OS, Linux OS
- Knowledge of TCP/IP and networked systems
- Knowledge of remote desktop software
- Knowledge of wide range of technologies including computers, laptops, printers, and various types of peripherals
- Knowledge in assessing work orders and assigning to proper technical staff.
- Ability to effectively manage multiple projects simultaneously
- Excellent verbal communication and writing skills
- Knowledge of standard customer service best practices and procedures
- Knowledge of conflict management strategies for virtual and hybrid teams

Experience

Five (5) years' experience in Microsoft and Apple environment, with an enterprise organization with large number of computers in multiple locations

Three (3) years' in a supervisory experience

Major Responsibilities and Duties

1. Accountable for the development and maintenance of formal documented standard operating procedures for computers and related hardware, as well as planning, remote access and back-up/recovery operations.
2. Prepare operational reports and analysis for making recommendations for cost reductions.
3. Directly supervise, organize, and coordinate project teams for working with Bond and district ongoing projects
4. Directly supervise support team including planning, assigning and directing work; appraising performance; addressing complaints and resolving problems in accordance with EPISD policies and procedures.
5. Accountable for the timely resolution of trouble calls from the help desk where the core issue relates to computing systems and peripherals.
6. Assist in presentation of information to management resulting in purchase and installation of hardware and software.
7. Create and implement Service Level Agreements (SLA's) for internal and external use.
8. Ensure currency of maintenance, warranty, and licensing contracts related to operating systems for both computers.

- 9. Keep current on new technological developments applicable to computers and proposes changes beneficial to the District.
- 10. Require on-going interaction with the IT management and staff. Prioritize and address EPISD users' needs and demands in a professional manner and provide follow-up and develop cooperative relationships. Must develop and maintain professional relationships with vendors'/service providers outside the District.
- 11. Perform other duties as assigned by supervisor,

Supervisory Responsibilities

Supervise, assign, and evaluate the staff and contracted service providers required to develop, maintain and update hardware infrastructure solutions.

Physical and Mental Job Requirements

Mental Demands/Physical Demands/Environmental Factors

Maintain emotional control under stress. Repetitive hand motions and prolonged use of the computer. Frequent district-wide travel. Occasional prolonged and irregular hours, with availability for emergency coverage.

Terms of Employment

226 days; daily rate to be established by the Board of Trustees

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

Approved: _____

Job Title: _____

Date: _____

Approved: _____

Job Title: _____

Date: _____

My supervisor has reviewed this job description with me and has provided me a copy.

Employee: _____

Date: _____

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El Distrito Escolar Independiente de El Paso no discrimina en los programas de educación o en prácticas de empleo usando el criterio de raza, color, edad, sexo, religión, origen nacional, estado civil, ciudadanía, estado militar, discapacidad, información genética, estereotipo sexual o sexualidad percibida, u otra práctica prohibida por la ley. Preguntas acerca de la aplicación del título VI, VII o IX, y la Sección 504 pueden ser referidas al oficial del distrito, Rosa Ramos, al 230-2031; preguntas sobre 504 tocante a estudiantes pueden ser referidas a Kelly Ball al 230-2856..