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## INFORMATION TECHNOLOGY SYSTEMS AND SERVICES MANAGER

### **BASIC FUNCTION**

Under general direction, manage the operations, activities, staff and budget of an assigned division within the Information Technology department; direct, oversee, monitor and evaluate the progress of the division toward meeting the department's strategic goals and define implement and modify objectives, work plans, schedules, and commitment of resources to ensure that outcomes meet stakeholder needs and expectations.

### **REPRESENTATIVE DUTIES**

*The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.*

- Manage and oversee the functions and staff of a designated division within the Information Technology department in such areas as software and application development, technical support including help desk, project management, infrastructure, enterprise solution management or similar. "E"
- Oversee projects, coordinate resources and timelines and evaluate and approve activities and projects; monitor, support and manage assigned projects from implementation through completion to ensure specifications are met and assure appropriate equipment, materials, personnel and other resources are available to meet District technology needs; audit and assess solutions and outcomes and prepare a variety of narrative and statistical reports, records and files related to assigned activities including conclusions and operational recommendations. "E"
- Ensure that projects are performed and completed within assigned budgets; authorize and control expenditures in accordance with established policies and procedures as appropriate; provide forecasting recommendations and input in the budget planning process. "E"
- Participate in and oversee bids and proposals for service and equipment as designated, in accordance with District policy and public purchasing laws, guidelines and procedures; recommend technology purchases and upgrades to enhance business support and student learning opportunities. "E"
- Collaborate with district organizational units that share services to enhance the integration of technological support to users; provide technical expertise and information regarding assigned functions, champion best-practices in developing and deploying state-of-the-art technologies, systems and structures to maximize efficiencies and serve as a technical resource to department management, district leadership, staff and stakeholders. "E"
- Participate in the development and implementation of district wide strategic plans, policies, procedures and programs related to the delivery of technology and information services to users and set corresponding strategic direction and objectives for assigned division and staff. "E"
- Demonstrate a commitment to the Portland Public Schools Equity Initiative by developing a thorough knowledge and application of the district Racial Educational Equity Policy and other board policies; participate in staff development, in-services and trainings related to diversity, equity and inclusion in the workplace and in K – 12 education; model appropriate behaviors; develop, recommend and implement improvements to educational business practices with awareness and understanding of their impact in a racially and culturally diverse community. "E"
- Maintain and develop professional skills for self and employees through ongoing training and career development, including self-study, classroom training, and industry seminars and workshops; attend, participate in and lead meetings, conferences, seminars and trainings. "E"
- Supervise and evaluate the performance of assigned personnel, communicate job expectations, train, coach, counsel and discipline employees; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions. "E"

- Lead assigned staff and team members in identifying process improvement opportunities or strategies to achieve desired goals and objectives. “E”
- Perform related duties as assigned. “E”

*Note: At the end of some of the duty statements there is an italicized “E”, which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.*

## **DISTINGUISHING CHARACTERISTICS OF THE CLASS**

The Manager – Information Technology Systems and Services provides guidance, direction, consultation and technical expertise regarding any or all of the aspects of the work of one or more assigned divisions within the centralized Information Technology Branch of the district. Employees in this classification supervise, monitor and evaluate projects, processes and staff under their purview and focus on proactive development and deployment of systems and structures.

## **EMPLOYMENT STANDARDS**

### Knowledge of:

IT concepts, basic operating principles of computer hardware and software technical support functions; network, database and cloud-based technologies and related hardware and software applications.  
 Product development life cycle methodologies and best practices for database, application or software design.  
 Operations, capabilities and limitations of computer equipment.  
 Technology and computer software related to business operations, data security, curriculum and instruction.  
 Strategic planning, organization and project and workflow management techniques.  
 District policies, procedures, and organizational structure.  
 Applicable local, state and federal laws, codes, rules and regulations.  
 Oral and written communication skills.  
 Principles of employee management, development, motivation supervision and training.  
 Principles of budget administration, public agency and purchasing principles, preparation and controls.  
 Public education business processes and student information management programs, traditional and ERP software, systems and related applications.  
 Interpersonal skills using tact, patience and courtesy; techniques and principles of high-quality customer service.

### Ability to:

Plan, organize, control and administer an assigned area of the District’s information technology services, staff and activities.  
 Assure efficient and timely delivery of program services, projects and activities.  
 Communicate technical concepts and procedures to a variety of technical and non-technical audiences and serve as a technical resource for District personnel.  
 Think strategically and develop short and long term technology plans, lead and participate in the development and implementation of, division policies and practices.  
 Read, understand and provide detailed information concerning policies and procedures where judgment, knowledge and interpretation of procedures and regulations are required.  
 Operate a variety of technologies and software.  
 Maintain current knowledge of technological advances in the field.  
 Advocate for best practices and state-of-the-art technologies.  
 Monitor and control expenditures to ensure compliance with budget  
 Conduct studies, analyze data and prepare, deliver and direct the preparation of a variety of public presentations, comprehensive narrative and statistical reports.  
 Advocate, model, learn and implement Portland Public School’s Racial Equity Initiative.  
 Educate, lead, promote and champion a culture that encourages and embraces diversity in the workplace.  
 Establish and maintain collaborative working relationships across teams, functions and layers with district staff and external stakeholders.  
 Supervise, plan, direct and evaluate the work of others.  
 Deliver a high-level of customer service to district stakeholders.  
 Analyze situations accurately and adopt an effective course of action.  
 Maintain confidentiality and demonstrate discretion, initiative and good judgment.

**Education and Training:**

Is typically obtained through the completion of a Bachelor’s degree in Engineering, Computer Science, Management Information Systems, Information Technology or other related area, including technical expertise in current hardware and software technologies.

**Experience:**

A minimum of three (3) years of experience at a supervisory level, overseeing technical programs, functions and activities, developing and implementing budgets, operational policies and procedures within a large-scale, comprehensive information technology department, two (2) of which must have included actively managing professional technical staff or one (1) year as a PPS IT Supervisor, is required. Experience working in a public agency is preferred.

Any other combination of education, training and experience which demonstrates the candidate is likely to possess the skill, knowledge, ability and trait characteristics essential for this classification may be considered.

An Associate’s degree in one of the identified disciplines and two (2) additional years of experience at the supervisory level may substitute for the Bachelor’s degree requirement; a Master’s degree in one of the identified disciplines may substitute for two years of the required experience.

**Special Requirements:**

Positions in this classification require the use of a personal automobile and possession of a valid driver’s license.

**WORKING CONDITIONS**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.*

**Work Environment:** Work is performed primarily in a standard office environment with public contact and frequent interruptions.

**Hazards:** Potential conflict situations.

**Physical Demands:** Primary functions require sufficient physical ability and mobility to work in an office setting; dexterity of hands and fingers to operate a computer keyboard and other office equipment; sitting, standing and walking for extended periods of time; kneeling, bending at the waist; lifting, pushing, pulling and carrying office equipment, supplies and materials weighing up to 25 pounds; repetitive hand movement and fine coordination to use a computer keyboard; emotional stability to work effectively under pressure and to keep all aspects of the job under control; hearing and speaking to exchange information in person or on the telephone; seeing to read, prepare and assure the accuracy of documents.

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FLSA: Exempt  
Bargaining Unit: N/A  
Salary Grade: 43

Approval Date: December 6, 2016

*Portland Public Schools recognizes the diversity and worth of all individuals and groups and their roles in society. The District is committed to equal opportunity and nondiscrimination in all its educational and employment activities. The District prohibits discrimination based on race; national or ethnic origin; color; sex; religion; age; sexual orientation; gender expression or identity; pregnancy; marital status; familial status; economic status or source of income; mental or physical disability or perceived disability; or military service.*  
Board of Education Policy 1.80.020-P