INFORMATION TECHNOLOGY
SYSTEMS AND SERVICES SUPERVISOR

BASIC FUNCTION

Under general direction, serve as a technical expert in areas of specialization; oversee, direct and guide the day-to-day operations, activities and staff of an assigned team within the Information Technology department; supervise, monitor and audit the work and progress of the team to meet objectives, goals, work plans and schedules; distribute and balance workload, plan and schedule work, instruct employees in specific tasks and provide on-the-job training; design, develop, administer, research implement and evaluate technological services, solutions and systems.

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.

- Provide guidance and oversight in the day-to-day activities and operations of designated function/s or staff within the Information Technology department of the District in such areas as software and application development and support, technical support including help desk, project management, infrastructure, enterprise solutions management or similar. *"E"*
- Execute adopted strategic plans; implement division's strategic direction and objectives and communicate goals to assigned staff; develop project plans, coordinate resources and timelines and evaluate and audit staff's activities and projects to ensure objectives are met and work is completed within designated timelines and specifications. *"E"*
- Assist in performing analysis of business or system functions; participate in and/or lead continual assessment and development of internal standards and processes; research and advocate best-practices and process improvements in developing and deploying state-of-the-art technologies, systems and structures to maximize efficiencies. *"E"*
- Prepare a variety of presentations, proposals, and project reports for department leadership and committees. *"E"*
- Serve as resource to department management and as designated technical expert to provide advanced technical support in designated areas of specialization; respond to and resolve a variety of highly complex technical problems escalated beyond the expertise of professional level staff including, design and development, maintenance, implementation and testing, for a variety of hardware, devices, peripherals, software, applications, networks and other related new and existing systems. *"E"*
- Research, evaluate and recommend technology purchases and upgrades to enhance business support and student learning opportunities; participate in and oversee upgrades, installation, maintenance and repair of technology equipment in assigned division; 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. *"E"*
- Participate in and plan for future deployments, augmentations and expansions; conduct, administer and coordinate support for district hardware, software, systems and related projects including maintenance, small and large scale upgrades, augmentations or changes to infrastructure, hardware, devices, or related software and applications. *"E"*
- Collaborate with district organizational units that share services and other stakeholders to define project scope, objectives and deliverables and to develop, evaluate and implement project plans; enhance the integration of technologies and support for users; provide technical expertise and information regarding assigned functions. *"E"*
- Participate in, lead and/or facilitate regular division meetings and discussions to identify and resolve issues, concerns and questions. *"E"*

- Guide assigned staff and team members in identifying process improvement opportunities to achieve desired goals and objectives; communicate project scope, requirements and deliverables, coordinate workflow, tasks, schedules and resource plans. *"E"*
- Provide training, classes and documentation to cultivate and support staff; participate in, design, create and offer technical support, training and information to co-workers, district staff and external stakeholders as necessary; develop user training documents and classes relating to designated area of expertise. *"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"*
- Develop and maintain professional skills through ongoing training and career development, including self-study, classroom training, and industry seminars and workshops; attend and participate in meetings, conferences and seminars. *"E"*
- Supervise and evaluate the performance of assigned personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions. "*E*"
- May respond to issues that occur during off-hours.
- Perform related duties as assigned.

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 Supervisor-Information Technology Systems and Services classification is the entry-level classification in the IT Management series. This "hands-on" working supervisor participates in and oversees staff involved in the day-to-day operations and activities of a designated function within the Information Technology department such as software and application development, technical support including help desk, project management, infrastructure, enterprise solutions management or similar. Employees perform the more complex and advanced technical work and services in the assigned area of expertise and supervise IT professionals to ensure consistent application of policies and procedures.

EMPLOYMENT STANDARDS

Knowledge of:
Complex and advanced systems, processes and techniques in the assigned area of expertise.
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.
Principles of effective supervision and training, planning, organization and project management.
Operations, capabilities and limitations of computer equipment.
Strategic planning and project management methodology including Waterfall and Agile methodologies, specifically Scrum; methodologies for proactively leading technological advancements.
Technology and computer software related to business operations, data security, curriculum and instruction.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy; techniques and principles of high-quality customer service.
Public education business processes and student information management programs, traditional and ERP software, systems and related applications.
District policies, procedures and organizational structure.

Ability to:
Perform the highly complex and advanced technical work and services in the assigned area of expertise.
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.
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.

Analyze data and prepare a variety of presentations, comprehensive narrative and statistical reports.
Advocate, model, learn and implement Portland Public School's Racial Equity Initiative.
Establish and maintain collaborative working relationships across teams, functions and layers with district staff and external stakeholders.
Supervise, plan and evaluate the work of others.
Deliver a high-level of customer service to district stakeholders.
Communicate effectively both orally and in writing.
Analyze situations accurately and adopt an effective course of action.
Maintain confidentiality and demonstrate discretion, initiative and good judgment.
Educate, lead, promote and champion a culture that encourages and embraces diversity in the workplace.

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, is required. This classification requires in-depth knowledge and extensive experience in assigned area of responsibility equivalent to an advanced IT professional level.

Experience:
A minimum of three (3) years of experience at the advanced IT professional level (Tier III) in area of expertise along with participation in the oversight of technical programs, functions and activities, development and implementation of operational policies and procedures within a large-scale, comprehensive information technology department *or* two (2) years of experience as a PPS advanced IT professional (Tier III) is required. Experience working in a public agency, and leading or supervising staff or teams is desirable.

An Associate's degree in one of the identified disciplines and two (2) additional years of experience at the Advanced IT professional level (Tier III) may substitute for the Bachelor's degree requirement; a Master's degree in one of the identified disciplines will substitute for two years of the required experience.

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.

Special Requirements:

Some positions in this classification may 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, data centers, and on school campuses with frequent interruptions.
Hazards: Potential exposure to loud noise for long periods of time in data center; potential conflict situations.
Physical Demands: Primary functions require sufficient physical ability and mobility to work in an office and school setting and to routinely drive to and from District facilities; dexterity of hands and fingers to operate a computer keyboard, soldering gun, screwdriver and other standard tools, office and test equipment; sitting, standing and walking for extended periods of time; crawling, kneeling, bending at the waist; lifting, pushing, pulling and carrying cables, office equipment, computers and peripheral equipment, supplies and materials weighing up to 50 pounds; repetitive hand movement and fine coordination to use a computer keyboard; hearing and speaking to exchange information in person and on the telephone; seeing to read, identify small parts, prepare and assure the accuracy of documents.