

# SEMINOLE COUNTY PUBLIC SCHOOLS, FLORIDA

## Position/Job Description

### SUPERVISOR, IS Operations

#### QUALIFICATIONS

- Master's Degree with specialization in Information Systems or a related field and five (5) years related experience supporting an enterprise level IT Operations Data Center **OR** Bachelor's Degree with specialization in Information Systems or a related field and seven (7) years related experience **OR** Associate's Degree and ten (10) years related experience, including supervision.

#### KNOWLEDGE, SKILLS, ABILITIES

- Working knowledge of Windows Server and UNIX/Linux operating systems.
- Working knowledge of enterprise class servers and storage area networks.
- Working knowledge of enterprise level backup solutions.
- Working knowledge of enterprise class security solutions such as firewalls, IDS/IPS and DLP.
- Working knowledge of NTP, DNS, HTTPS, SMTP, and SFTP services.
- Working knowledge of scripting languages.
- Experience with IT change control processes.
- Experience with IT security incident response.
- Experience with IT risk assessment.
- Experience with Disaster Recovery planning and testing.
- Experience with responding to audits of IT operational controls.
- Experience with procurement of IT hardware, software, and maintenance.
- Experience with IT budget planning.
- Ability to provide high level of customer service.
- Ability to work in a flexible, problem-solving culture.
- Ability to support current technologies.
- Ability to anticipate and prepare for supporting emerging technologies.
- Ability to follow best cybersecurity practices both personally and professionally.

#### SUPERVISION

**REPORTS TO** Chief Technology Officer  
**SUPERVISES** Assigned Personnel

#### POSITION GOAL

***To manage and monitor information technology (IT) and data center security through the use of current and emerging technologies.***

#### PERFORMANCE RESPONSIBILITIES

1. \*Schedule work for timely and efficient processing, solicit input from areas and departments directly involved, and maintain and publish the formal schedule.
2. \*Oversee access to, and security for, system and individual applications and refer personnel for training when appropriate.
3. \*Manage and oversee the maintenance of IS management directives and procedures, ensuring proper compliance with monitoring and audit responses.
4. \*Gather and analyze information for developing, modifying, and/or upgrading information processing systems.
5. \*Ensure maximum system performance by analyzing indicators such as processing time, response time, and disk/file storage to ensure the best possible operating conditions.
6. \*Analyze and recommend network strategies for communication and application uses, including local and wide area networks and integration of hardware and platforms in order to ensure efficient and cost effective operation.
7. \*Provide leadership and manage a team of system administrators responsible for monitoring and maintaining the SCPS WAN and data center including but not limited to wireless networks, e-mail servers, WEB servers, and application servers.

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8. \*Provide leadership and manage shifts supporting the SCPS production operation including batch processing and system backups.
9. \*Provide leadership and guidance on adopting new technologies that build an infrastructure to support district operations and curriculum while maintaining cost effectiveness.
10. \*Make recommendations regarding equipment, budgets, and personnel actions (hiring, disciplinary actions, performance appraisals, salary adjustments, and promotions, etc.).
11. \*Manage and develop a team in line with current district technology needs, with proper skills, training, and organizational awareness.
12. \*Develop plans, schedules, policies, procedures that address IS Operations responsibilities and processes.
13. Perform other duties as assigned by the Chief Technology Officer.

*\*Denotes essential job function/ADA*

### EQUIPMENT / MATERIALS

Standard Office Equipment, PC

### PHYSICAL REQUIREMENTS

**Sedentary Work** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull or move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

### PHYSICAL ACTIVITIES

**Sitting** Resting with the body supported by the buttocks or thighs.  
**Finger Dexterity** Picking, pinching, typing, or otherwise working primarily with fingers rather than with the whole hand or arm.  
**Repetitive Motions** Substantial and continuous movements of the wrists, hands, and/or fingers.  
**Talking** Expressing or exchanging ideas by means of the spoken word. Those activities in which detailed or important, spoken instructions must be conveyed accurately, loudly, or quickly.  
**Visual Acuity** The power to see at a level which allows reading of numbers and text, operation of equipment, inspection of machines, etc.

### WORKING CONDITIONS

**Indoors** The worker is subject to inside environmental conditions. There is protection from weather conditions but not necessarily from temperature changes.

### TERMS OF EMPLOYMENT

#### PAY GRADE

**AO-07-E \$75,863 - \$116,260**

District Salary Schedule  
Months 12  
Annual Days 258  
Weekly Hours 37.5  
Annual Hours 1935

#### POSITION CODES

PeopleSoft Position	TBD
Personnel Category	14
EEO-5 Line	44
Function	7720
Job Code	1417
Survey Code	77210

#### FLSA

Applicable  
 Not applicable

Previous Board Approval

#### BOARD APPROVED

**April 28, 2020**  
**May 8, 2012**  
**October 10, 2000**

ADA Information Provided by Tom Condo  
Position Description Prepared by Tom Condo