

SCHOOL DISTRICT OF SARASOTA COUNTY

JOB DESCRIPTION

MANAGER OF SCHOOL SUPPORT SERVICES

SALARY SCHEDULE: ADMINISTRATIVE – I

COST CENTER: ENTERPRISE INFORMATION TECHNOLOGY (9020)

QUALIFICATIONS:

- Bachelor’s Degree from an accredited educational institution.
- Minimum of five (5) years’ experience in technology hardware and software support and trouble-shooting.
- Minimum of two (2) years’ experience in the education sector, either in K-12 or post-secondary institutions preferred.
- Demonstrated successful management experience with leading teams; satellite location support models preferred.
- Possess experience in providing customer support for both technical and non-technical users.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of learning applications, online professional development applications, school vision making processes, telecommunications systems, and technology / network infrastructure planning.
- Knowledge of School Board rules and regulations related to assignments.
- Ability to plan, organize and prioritize assignments.
- Ability to balance several job functions at one time and work under a heavy workload.
- Ability to work cooperatively with other departments and agencies.
- Ability to communicate effectively, both orally and in writing.

REPORTS TO:

Director of Enterprise Information Technology

JOB OBJECTIVE:

To provide for the District’s support of departments and schools in the planning, development, implementation, and integration of enterprise information technology solution support models . To lead by example in all interpersonal and performance aspects of this key role.

SUPERVISES:

Technology Support Coordinator
System Administrator I
Technology Support Professionals

PERFORMANCE RESPONSIBILITIES:

- Work with schools to establish performance metrics to ensure technology support needs are being properly met.
- Coordinate the Technology Support Professionals day-to-day support of technology hardware and software at schools and departments, in particular the needs of Food & Nutrition Services and Career & Technical Education.
- Organize and coordinate activities associated with implementation and usage of tools provided by the district including but not limited to productivity tools, email, and applications used by groups without programming customization.
- Evaluates and provides techniques for increasing user technology productivity.
- Examine and analyze existing schools’ technology challenges and facilitate the development of solutions using instructional and operation technology resources.
- Assist cost centers throughout the District in efforts to develop user technology skill proficiency to be able to utilize technology to support operations while enhancing productivity and effectiveness.
- Ensure that District online learning resources remain secure and reliable.

School Board Approved - February 17, 2009 – Revised February 18, 2010 – Revised February 21, 2018 – School Board Approved November 6, 2024 – Revised April 15, 2025

MANAGER SCHOOL SUPPORT SERVICES (continued)

- Coordinate and/or assist in the district-wide implementation of identified standard technology resources.
- Ensure alignment of the district instructional vision provided by Curriculum leadership with the current and future infrastructure capabilities.
- Ensure the District is in compliance with local, state and federal rules.
- Interact with parents, outside agencies, business and community to enhance understanding of District initiatives and priorities in [learning] technologies and to elicit support and assistance.
- Respond to inquiries or concerns in a timely manner.
- Keep the leadership informed, through proper channels, of potential problems or unusual events.
- Work closely with District and school staffs to support school improvement initiatives/processes.
- Disseminate information and current research to appropriate personnel.
- Maintain expertise in assigned areas to fulfill project goals and objectives.
- Facilitate the development, implementation and evaluation of staff development activities in assigned areas.
- Promote and support professional growth for self and others.
- Develop annual goals and objectives consistent with and in support of district goals and priorities.
- Maintain a network of peer contacts through professional organizations.
- Attend training sessions, conferences and workshops to keep abreast of current practices, programs and legal issues.
- Supervise assigned personnel, conduct annual performance appraisals and make recommendations for appropriate employment action.
- Prepare or oversee the preparation of all required reports and maintain appropriate records.
- Serve on District, state or community councils or committees as assigned or appropriate.
- Represent, consistently, the District in a positive and professional manner.
- Provide leadership and direction for the assigned areas of responsibility.
- Utilize appropriate strategies and problem-solving tools to make decisions concerning planning, utilization of funds, delivering services and evaluation of services provided.
- Exercise proactive leadership in promoting the vision and mission of the District.
- Provide oversight and direction for cooperative planning with other agencies.
- Set high standards and expectations for self and others.
- Demonstrate initiative in identifying potential problems or opportunities for improvement and take appropriate action.
- Use appropriate styles and methods to motivate, gain commitment and facilitate task accomplishment.
- Facilitate problem solving by individuals or groups.
- Perform other incidental tasks consistent with the goals and objectives of this position.
- Every Sarasota County Schools employee has emergency response responsibilities, though not every position will require routine assignments during an emergency event. All employees are subject to recall around the clock for emergency response operations, which may require irregular work hours, work at locations other than the normal work location, and may include duties other than those specified in the employee's official job description. Assignments in support of emergency operations may be extensive in nature, with little advance notice, and may require employees to relocate to emergency sites with physically and operationally challenging conditions.

PHYSICAL REQUIREMENTS:

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan.

Length of the work year and hours of employment shall be those established by the District.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.