

SCHOOL DISTRICT OF SARASOTA COUNTY

JOB DESCRIPTION

OPERATIONS MANAGER

SALARY SCHEDULE: ADMINISTRATIVE – G

COST CENTER: INFORMATION SERVICES (9018)

QUALIFICATIONS:

- (1) Bachelor's Degree from an accredited educational institution in a related business area; or,
- (2) Minimum of five (5) years experience as a computer operator in information systems technology.
- (3) Minimum two (2) years supervisory management experience.
- (4) Possess experience in providing customer support for both technical and non-technical users.
- (5) Experience with an interactive computer system

KNOWLEDGE, SKILLS AND ABILITIES:

Ability to meet and deal tactfully with district personnel and information services staff. Ability to plan and schedule district computer operations and review related work of the operations staff for conformity to plans and directions.

REPORTS TO:

Program Director, Information Services

JOB GOAL

To provide planning, organizing, and control of the activities associated with district computer operations.

SUPERVISES:

Operators (1st and 2nd shift)

PERFORMANCE RESPONSIBILITIES:

- * (1) Optimize utilization of the mainframe computer hardware.
- * (2) Assign operations tasks to Lead Operators and supervises their work.
- * (3) Establish weekly, monthly, annual, and cyclical (grades, FTE, etc.) schedules to satisfy the needs of district users.
- * (4) Determine processing to be accomplished each day and, working with the Program Director, establish priorities.
- * (5) Establish and monitor the organization and proper execution of control functions, including but not limited to: accuracy and quality checks on work performed, security and maintenance of data and programs.
- * (6) Establish and enforce standard practices and procedures for operations functions.
- * (7) Assume duties of computer operator when need occurs.
- * (8) Develop and maintain all district electronic forms for printing of report cards, grade sheets, testing scan forms, scheduling scan forms, all bar code applications, miscellaneous applications requiring district and school letterheads and signatures, time cards, student information, student registration, attendance, etc.
- * (9) Program and maintain the Xerox DP92C Highlight Color printer to print all of the jobs for the forms listed above. Compile forms and jobs when needed. Set up and assure backup schedule of all forms, fonts, command files, etc. on the Xerox printer.
- * (10) Review and approve (or reject) operations documentation and recommend systems features to enhance operations effectiveness.

OPERATIONS MANAGER (Continued)

- * (11) Determine physical plant, software, and security requirements for the district computer operations function.
- * (12) Supervise operations of the district's central computer equipment and related data storage media, including system backups.
- * (13) Assist the Program Director in writing bid specifications, negotiating with vendors for best price on quotes, initiate purchase order requests, and resolve problems dealing with forms and supplies.
- * (14) Coordinate with systems and programming staff all new systems and changes to existing production jobs.
- * (15) Evaluate and recommend disciplinary action for assigned personnel.
- * (16) Respond to inquiries or concerns in a timely manner.
- * (17) Keep the Superintendent informed, through proper channels, of potential problems or unusual events.
- * (18) Work closely with District and school staffs to support school improvement initiatives and processes.
- * (19) Disseminate information and current research to appropriate personnel.
- * (20) Keep well informed about current trends and best practices in areas of responsibility.
- * (21) Maintain expertise in assigned areas to fulfill project goals and objectives.
- * (22) Facilitate the development, implementation and evaluation of staff development activities in assigned areas.
- * (23) Promote and support professional growth for self and others.
- * (24) Develop annual goals and objectives consistent with and in support of district goals and priorities.
- * (25) Maintain a network of peer contacts through professional organizations.
- * (26) Attend training sessions, conferences and workshops to keep abreast of current practices, programs and legal issues.
- * (27) Supervise assigned personnel, conduct annual performance appraisals and make recommendations for appropriate employment action.
- * (28) Prepare or oversee the preparation of all required reports and maintain appropriate records.
- * (29) Serve on District, state or community councils or committees as assigned or appropriate.
- * (30) Represent, consistently, the District in a positive and professional manner.
- * (31) Provide leadership and direction for the assigned areas of responsibility.
- * (32) Utilize appropriate strategies and problem-solving tools to make decisions concerning planning, utilization of funds, delivering services and evaluation of services provided.
- * (33) Exercise proactive leadership in promoting the vision and mission of the District.
- * (34) Provide oversight and direction for cooperative planning with other agencies.
- * (35) Set high standards and expectations for self and others.
- * (36) Demonstrate initiative in identifying potential problems or opportunities for improvement and take appropriate action.
- * (37) Use appropriate styles and methods to motivate, gain commitment and facilitate task accomplishment.
- * (38) Facilitate problem solving by individuals or groups.
- * (39) Perform other incidental tasks consistent with the goals and objectives of this position.
- * (40) 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.

OPERATIONS MANAGER (Continued)

EVALUATION:

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

Job Description Supplement No. 11

*Essential Performance Responsibilities