



Work Environment            The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is noisy.

REPORTS TO                 Director of Technology

#### GENERAL RESPONSIBILITIES

1. Directs and organizes the work of computer operations.
2. Responsible for the safety and security of the data processing environment.
3. Manages Network Operations Center (NOC).
4. Manages Help Desk
5. Develops and maintains a liaison between school, administrative offices and the State of Florida Division of Archives for records management.

#### SPECIFIC RESPONSIBILITIES

1. Directs, instructs, and counsels subordinate personnel in carrying out tasks requiring considerable judgment or creative effort.
2. Develops assignments, schedules and ensures production schedules are met.
3. Develops work schedules and ensures production schedules are met.
4. Resolves problems and questions presented by subordinate staff.
5. Analyzes and resolves difficult operation problems, including abnormal run termination and machine malfunctions.
6. Maintains liaisons with vendors, users, and systems and programming activities in developing and modifying systems.
7. Ensures maintenance of records, logs, and documentation concerning production operations.
8. Ensures that proper safety and security procedures are observed in the computer room.
9. Examines data systems in operation, makes analysis, determines/recommends improvements.
10. Coordinates computer operations with Systems Programmer.
11. Manages Network Operations Center (NOC).

12. Manages Help Desk / User Support.
13. Provides coordination and liaison for records management; develops and maintains records disposal procedures and schedules; actively participates on the District committee for records management/retention. Contacts schools and departments annually providing current copies of the latest schedules from the state regarding Records Management retention and destruction. Assists as needed to interpret guidelines of Records Management for both schools and departments.
14. Attends various seminars and the semi-annual Florida Records Management Association (FRMA) meetings to keep abreast of current trends and changes.
15. Performs related work as required.