

Job Description

Job Title: Supervisor of Information System Services

Supervisor: Supervisor of Technology Operations

Pay Grade: 42

Job Classification: Exempt

Contract Length: 245 Days

Job Summary

The Supervisor of Information Systems Services is responsible for the enterprise-wide implementation, maintenance, administration and supervision of the school division's enterprise server and storage systems to include Microsoft Windows, Unix and Apple Server Operating Systems, VMware vSphere systems, and Dell Compellent Storage Attached Network systems; network file and print services, server hardware and software support, server and client patch management; managing Microsoft Active Directory Domain Services systems, Group Policy, DNS, DHCP, Microsoft Exchange Services systems, SharePoint services, Microsoft Systems Center and system backups; monitoring and inventory of assigned systems. The position is also responsible for documenting, managing, and maintaining assigned systems implementation plans and projects. Position establishes and interprets policies and operating procedures; evaluates system operations; develops a training program for assigned staff; prepares budgeting and cost analyses. Work requires highly professional customer service to staff and students. Position supervises and evaluates work performance of assigned staff.

Essential Duties

1. Accomplishes division information systems goals and objectives by communicating job expectations; planning, monitoring and appraising job results; coaching, counseling and disciplining employees; initiating, coordinating and enforcing system policies and procedures.
2. Researches and analyzes current and evolving server architectures, enterprise applications, server operating systems to provide information for long and short-term planning.
3. Evaluate new system hardware and software configurations, installations, software and vendor packages for items such as feasibility, user compatibility, performance and cost.
4. Coordinates management and administration of all Microsoft Windows, VMware vSphere, Apple and Unix server operating systems including capacity/feasibility planning, new installations, upgrades, feature functionality testing, configuration and maintenance, troubleshooting, back-up systems, security procedures/protocols, operating procedures and guidelines, and user accessibility.
5. Coordinates and performs project planning and project management responsibilities which may include establishing priorities, specifications and approaches, organizing, staffing and scheduling, working with others to complete the project, and monitoring progress.
6. Performs cost analyses and prepares budget recommendations.
7. Regularly confers with internal and external departmental system programmers, system analysts, network administrators, and functional managers regarding current and prospective systems changes and future needs.
8. Develops a training program for assigned staff and provides training support to site-managed technical support specialist regarding server use and administration.
9. Directs efforts of technicians who are involved in diagnosing and correcting server failures; determines logical solutions to complex system administration and core application problems.
10. Prepares documents and performs research to justify language used in departmental documents, procedures and budget recommendations.
11. Prepares and presents status reports, service level benchmarks, key performance indicators, and operational metrics for assigned systems.
12. Defines RFP technical requirements to ensure appropriate service provisions.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties

1. Maintains a current knowledge of rapidly changing technology systems.
2. Performs any other related duties as assigned by the Supervisor of Enterprise Computing & Information Systems Services, or other appropriate administrator.

Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily with minimal supervision. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills and/or Abilities Required)

Bachelor's degree in computer science, or a related field and at least 10 years equivalent professional experience with enterprise information systems in a supervisory or managerial capacity; or any equivalent combination of education and experience. Must possess the ability to organize and direct the work of division enterprise information systems technical and functional staff. Must possess a working knowledge of IT infrastructure and technologies; ability to understand the overall architecture of a solution. Must possess a comprehensive understanding of Software Development Life Cycle (SDLC). Must possess a comprehensive understanding of Quality Assurance (QA) and Configuration Management (CM) methods and practices. Must possess strong analytical, oral and written communication skills. Ability to maintain confidentiality. Proficient in the use of Microsoft Word, Project, PowerPoint, Visio, Excel and Visual Studio software applications. Must possess the ability to establish and maintain effective working relationships with technical staff, administrators, school personnel and contractors.

Working Conditions and Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

When performing the duties of this job, the employee is frequently required to sit; use hand to finger; handle or feel; speak, hear and understand speech at normal levels. The employee is frequently required to stand; walk; reach with hands and arms; climb or balance; stoop; kneel; crouch; or crawl. The employee must frequently lift and/or move and push/pull up to 26 pounds. The employee must occasionally lift and/or move and/or balance while standing or climbing up to 60 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and depth perception. (Is color vision required for this? I understand it might be for networking but it doesn't seem necessary for systems.).

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. Duties are normally performed in an office environment, centralized computer rooms, on-site locations and outside in the open environment. While performing the duties of this job, the employee is occasionally exposed to various lighting conditions; moving mechanical parts; high precarious places; toxic or caustic chemicals; and risk of electrical shock. The noise level is usually moderate and occasionally loud when performing duties in centralized computer rooms.

Supervision Exercised: Assigned Staff

Supervision Received: Supervisor of Technology Operations

This job description in no way states or implies that these are the only duties to be performed by this employee. The Supervisor of Information System Services, will be required to follow any other instructions and to perform any other related duties as assigned by Supervisor of Technology Operations, or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor

Date

I acknowledge that I have received and read this job description.

Employee Name (Print)

Signature

Date

Revised 08/2025