CHICO UNIFIED SCHOOL DISTRICT

INFORMATION SERVICES SUPERVISOR

DEFINITION

Under general direction of the Superintendent or their designee, to plan, organize, supervise and participate in the functions and activities of the District information, technology infrastructure and cybersecurity operations; to evaluate, modify, maintain and implement enhanced information and data system software and hardware; to provide assistance and training to end-users and information technology personnel; and to do other related work as required.

ESSENTIAL DUTIES:

- Plans, organizes, supervises and participates in the District information, telecommunications and technology programs and services.
- Analyzes and evaluates software packages and update versions of the computer operating systems to determine the feasibility of modifying existing hardware and system software.
- Consults with the technical, administrative, and end-user personnel in the development of alternative solutions to problems and situations affecting the information system performance and user needs.
- Implements cybersecurity improvements by assessing current situation; evaluating trends; anticipating requirements.
- Plans, organizes, and prepares software, network documentation and user operating instructions.
- Participates in the planning, development, and preparation of operational goals and objectives, result requirements, technology standards, operational procedures, and system performance expectations objectives.
- Participates in developing, implementing, debugging, and maintaining telecommunication, database, network, and other system software, which may include the diagnosis and correction of software and hardware problems.
- Assists in the development of technical specifications to be used in software and hardware proposals and quotation requests.
- Performs system performance analyses and recommends system enhancements and action to overcome result deviations.
- Monitors, audits, supervises and evaluates the performance of information and data processing personnel and assists them in determining alternative solutions concerning unusual and unforeseen problems and situations.
- Perform related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

- Principles, theory, design, and optimal performance of operating systems, hardware and related software;
- Principles, theory, techniques, and strategies of data system analysis and design;
- Software, operating, database, network, and telecommunication systems;
- Cybersecurity best practices, including development, testing, analysis, and implementation of cybersecurity systems;
- Technical writing and training methods, techniques, and strategies;
- Research and development strategies and techniques.
Ability to:

- Effectively and efficiently analyze, evaluate, modify, and adapt system software enhancements;
- Analyze user informational needs and problems, and design clear and logical systems in meeting specific requirements;
- Plan, organize, and prepare technical documentation, operating procedures, and management related reports in a clear and concise manner;
- Communicate effectively in oral and written form pertaining to a variety of technical concepts;
- Understand and carry out oral and written directions with minimal accountability controls;
- Establish and maintain cooperative working relationships.

Experience and Education Guidelines:

*Any combination equivalent of experience and training that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the required knowledge, skills and abilities would be:*

**Experience:**

- Four (4) years of experience in information system management, technology infrastructure and cybersecurity, including one (1) year in supervisory capacity.

**Education:**

- Bachelor’s degree or higher from an accredited college or university with an emphasis in computer science, telecommunication, business administration, or a closely related field desired.

**License Requirement:**

- Possession of a valid California Motor Vehicle Operator's License.

**Condition of Employment:**

- Insurability by the District’s liability insurance carrier.

**Special Requirements:**

*Essential duties require the following physical skills and work environment:*

- Persons performing service in this position classification will exert 25 to 50 pounds of force frequently to lift, carry, push, pull, or otherwise move objects.
- This type of work involves sitting some of the time, but will involve walking or standing for brief periods.
- Perceiving the nature of sound, near and far vision, depth perception, providing oral information, the manual dexterity to operate business related equipment, and handling and working with various materials and objects are important aspects of this job.

*Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.*

PC - September, 1997; February, 2022