



School District No. 35 (Langley)

Manager – Technical Services (Excluded)

School District No. 35 (Langley) is seeking a Manager – Technical Services (Excluded position).

This position reports to the Chief Information and Technology Officer and is responsible for the overall management of information technology support services across the district. This position will assist the Chief Information and Technology Officer with the initiation, development, and implementation of IT projects that work towards the department's vision and direction.

Duties and Responsibilities:

1. Monitors and evaluates the delivery of support at each school and guides the Technical Support Specialists and Helpdesk Analysts in using best practices towards the goal of optimizing customer service.
2. Assists with the development, implementation, and review of both short- and long-range plans for technology services focusing on user productivity, effectiveness, and efficiency.
3. Conducts staff performance appraisals and ensures proper application of collective agreements.
4. Provides supervision, guidance, and training in new and existing technologies to technical support staff.
5. Manages Helpdesk ticketing software and monitors queues and ticket requests to ensure timely response and resolutions.
6. Assists with the recruitment and selection of staff in accordance with District practices.
7. Responsible for monitoring, analyzing, and improving the help desk ticket system.
8. Creates and maintains documentation of standard practices, procedures, and complex implementations for the benefit of the IT department.
9. Assists in the development, review, and implementation of departmental policies regarding standards, procedures, and security.
10. Keeps abreast of developments in the field of IT. Researches, evaluates and recommends new software and hardware.
11. Assists with definition, design and implementation of technology infrastructure in all District facilities.
12. Provides high level technical support throughout the District when needed.
13. Responsible for the smooth operation of all computer systems installed at District offices.
14. Liaises with the Project Team with regards to ongoing projects that would affect delivery of technical support and services to the schools.
15. Maintains effective communication with school principals and other district staff and advises them on matters pertaining to technological advancements and requirements.
16. Represents the Department at the appropriate step of the grievance procedure.
17. Establishes and maintains liaison with users, consultants, and vendors with respect to enhancements and development in the field of information technology.
18. May be required to perform other related duties as assigned.

Required Knowledge and Qualifications:

1. Bachelor's Degree in Computer Science or related field with a minimum ten (10) years' experience in the field of Information Technology in the areas of information security, infrastructure, and other common enterprise technologies; or equivalent combination of education and experience. Certifications in Project Management and Information Security would be advantageous.
2. Basic understanding of project management principles.
3. Excellent knowledge of current protocols and standards, including Microsoft Server technologies and Office Productivity tools, Messaging Systems, WAN technologies, DNS, Business Continuity, Disaster Recovery, Wi-Fi technologies, Firewalls, Security technologies and Cloud technologies.
4. Proven ability to lead a team of technology professionals.
5. Understanding of management principles, practices, and procedures in a unionized environment.
6. Proven analytical and problem-solving abilities.
7. Ability to effectively prioritize and execute tasks in a high-pressure environment, be self-motivated and self-directed with attention to detail.
8. Excellent interpersonal, written, and oral communication skills
9. Ability to effectively deal with technical and non-technical users in a calm, user-friendly and tactful manner.
10. BC Driver's License

We offer a competitive salary including a comprehensive benefits package. Qualified individuals may submit their application by Friday, January 29, 2021 at 4:00 p.m. to:

Karen Baldissera
Manager, Human Resources
Email: recruitment@sd35.bc.ca

The District appreciates the interest of all applicants, however, only those selected for an interview will be contacted.

Note: The successful applicant will be subject to a criminal record check.