

**PINELLAS COUNTY SCHOOL DISTRICT, FLORIDA**

PCSB: 0063  
Pay Grade: C09

FLSA: Exempt  
Administrative

<b>DIRECTOR, OPERATIONS AND USER SUPPORT</b>
<b>REPORTS TO:</b> Assistant Superintendent, Technology and Information Systems
<b>SUPERVISES:</b> Assistant Director, User Support Assistant Director, Data Center and Infrastructure Systems Records Management Specialist
<b>QUALIFICATIONS:</b> Bachelor's degree from an accredited college or university in computer science, business, or a related area. Five (5) years experience managing centralized computing facilities and supporting end-user computing. Must show evidence of working knowledge of the principles of quality management or commit to begin training in the area of quality management within the first six (6) months of employment.
<b>MAJOR FUNCTION</b> Performs high-level administrative work to ensure that the Technology and Information Systems (TIS) Department provides the comprehensive support for technology users, ensuring adequate computer resources are available, maintained, and supported. Directs the staff in methods and practices to achieve high levels of customer satisfaction and system availability.
<b>ESSENTIAL RESPONSIBILITIES</b> <ul style="list-style-type: none"><li>• Directs supervisory staff overseeing user support and core systems support</li><li>• Conducts project management for new technology initiatives that relate to customer service and applications</li><li>• Advances the mission of providing exemplary service for district technology users to ensure complete customer satisfaction</li><li>• Oversees the analysis, development, and updating of computer systems</li><li>• Monitors trends and impact of customer service needs and expectations</li><li>• Monitors and assesses capacities and directs the allocation of district technology resources to efficiently meet needs</li><li>• Solicits quality assurance input from technology customers</li><li>• Makes and implements decisions that address customer problems</li><li>• Participates in development of software and hardware standards for customers</li><li>• Meets with sales representatives and technical staff on hardware and software advancements to provide high-quality technology tools for customers</li><li>• Directs the implementation of recommended updates and changes in hardware and software</li><li>• Assists with departmental budget preparation and participates in long-range planning sessions with other management-level personnel</li><li>• Represents district interests and needs to vendors, user groups, and related entities</li><li>• Manages vendor contracts and relationships</li><li>• Creates customer relationships that support district strategic directions</li><li>• Performs other related work as required</li></ul>

**DIRECTOR, ~~CORE SYSTEMS AND~~ OPERATIONS AND USER SUPPORT**

**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 established by the District.*

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

*The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities and duties required of those in this classification.*

**HISTORY OF JOB CLASSIFICATION**

ISSUED: 2/94 DH; BOARD APPROVED: 4/13/94; REVISED MQ's: 10/98 PBL; BOARD APPROVED: 10/13/98; REVISED TITLE, PG, MQ: 1/08 BOARD APPROVED: 2/12/08; REVISED FORMAT, TITLE, QUALIFICATIONS, MF, ER, ADA, 7/13 LM; BOARD APPROVED: 10/22/13

**DIRECTOR, CORE SYSTEMS AND OPERATIONS AND USER SUPPORT**

WORKING CONDITIONS & PHYSICAL EFFORT:	Seldom Or Never	Monthly	Weekly	Daily	Hourly
1. Lift objects weighing up to 20 pounds	X				
2. Lift objects weighing 21 to 50 pounds	X				
3. Lift objects weighing 51 to 100 pounds	X				
4. Lift objects weighing more than 100 pounds	X				
5. Carry objects weighing up to 20 pounds	X				
6. Carry objects weighing 21 to 50 pounds	X				
7. Carry objects weighing 51 to 100 pounds	X				
8. Carry objects weighing 100 pounds or more	X				
9. Standing up to one hour at a time				X	
10. Standing up to two hours at a time	X				
11. Standing for more than two hours at a time	X				
12. Stooping and bending	X				
13. Ability to reach and grasp objects				X	
14. Manual dexterity or fine motor skills					X
15. Color vision, the ability to identify and distinguish colors				X	
16. Ability to communicate orally					X
17. Ability to hear					X
18. Pushing or pulling carts or other such objects	X				
19. Proofreading and checking documents for accuracy					X
20. Using a computer to enter and transform words or data					X
21. Using various technology tools					X
22. Working in a normal office environment with few physical discomforts					X
23. Working in an area that is somewhat uncomfortable due to drafts, noise, temperature variation, or other conditions	X				
24. Working in an area that is very uncomfortable due to extreme temperature, noise levels, or other conditions	X				
25. Working with equipment or performing procedures where carelessness would probably result in minor cuts, bruises or muscle pulls	X				
26. Operating automobile, vehicle, or van	X				
27. Other physical, mental or visual ability required by the job	X				

Director, Operations and User Support – ADM