

Food Service System Administration Manager

Position Details

Class Code: 5269

Job Family: Food Service

Classification: Support Professional

Terms of Employment: [Pay Grade 64 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

Position Summary

Under general direction, responsible for successful daily service delivery of the Food Services server, storage, backup and recovery, operational systems and processes, project management, and technical leadership to ensure the needs of school and department customers are fulfilled.

Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Confers and coordinates with application, database, educational and business owners, and allied professional staff to review needs, formulate requirements, and prepare feasibility studies, evaluations, and project plans; implements and ensures predictable and reliable service delivery of Food Services server, storage, backup and recovery, and operational systems and processes.
2. Plans, schedules, supervises, reviews, coaches, and leads assigned staff.
3. Ensures accountability and evaluation of assigned staff in customer service, systems availability, sustainability and recovery, security, process and procedures, technical assistance, and change and quality control.
4. Provides input into goals, objectives, and budget development for the department.

5. Acts to maintain the department's position in the Clark County School District (CCSD) as the centralized Food Services information systems provider.
 6. Coordinates with appropriate technical, functional, and support teams to ensure systems are properly configured and operating according to established procedures, desired availability, and generally accepted Information Technology (IT) and Food Services industry practices.
 7. Documents and maintains system landscapes, internetworking diagrams, equipment locations, naming conventions, system ownership, and other necessary details.
 8. Ensures that the team recommends, designs, implements, and sustains specifications for strategic systems that provide high availability, business continuity, and disaster recovery capabilities.
 9. Ensures that the team recommends, designs, implements, and sustains multi-faceted security frameworks to protect systems, applications, and data that include technologies such as operating system hardening, anti-virus, patch management, encryption, privileged role isolation, proactive auditing, etc.
 10. Ensures regular audits of systems using vendor provided, third party, and internally developed tools.
 11. Monitors the quality and operation of systems to determine to what extent they are available, reliable, efficient, secure, and utilized.
 12. Establishes priorities and work schedules; meets with staff, user departments, and leadership to give periodic update of projects and schedules.
 13. Schedules and facilitates preventative maintenance activities for Food Services server, storage, and backup/recovery systems; reviews problems encountered by staff and customers; analyzes efficiency of current systems and procedures and schedules modifications and enhancements.
 14. Utilizes the CCSD project planning and management tool to develop project plans for approval, update and report status of approved projects, and review work in progress to assure conformance to plans and standards.
 15. Conforms to safety standards, as prescribed.
 16. Performs other tasks related to the position, as assigned.
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Distinguishing Characteristics

Involves technical leadership and coaching, service delivery, customer service, project management, ensuring availability of Food Services server, storage, and backup/recovery systems, and day-to-day supervision of the activities of team members.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of principles and practices of developing teams, motivating employees, and managing in a team environment, including employee supervision, work planning, organization, performance review and evaluation, professional development, coaching, and progressive discipline.
2. Knowledge of and ability to apply project management principles and practices.
3. Knowledge of and ability to apply principles, practices, and methods of systems (server, storage, network, backup, recovery, archive, etc.), architecture and design, maintenance, availability, and adaptability for changing educational and business needs.
4. Knowledge of systems, applications, operating systems, and database platforms within the CCSD environment.
5. Knowledge of principles, practices, and methods used in Food Service systems strategy, information management, system governance, business continuity, and disaster recovery.
6. Ability to manage multiple projects, coordinate and track resources, and meet predetermined deadlines.
7. Ability to supervise, develop, motivate, coach, and evaluate assigned staff.
8. Ability to apply established Information Technology (IT) industry practices in a variety of workplace circumstances.
9. Ability to participate in and contribute to Food Service system strategies and governance processes.
10. Ability to prepare clear, accurate, and concise reports, documentation, user instructions, correspondence, and other written materials; maintains organized and accurate records.
11. Ability to develop, prepare, and make presentations to audiences of various sizes and characteristics.
12. Ability to exercise independent judgment within established procedural guidelines.
13. Ability to contribute to the efficiency and effectiveness of the department's service to customers, co-workers, and the CCSD by offering suggestions and directing or participating as an active member of a work team.
14. Ability to develop and maintain effective working relationships with CCSD staff, vendors, and other agencies.
15. Ability to maintain knowledge of current and emerging information regarding Food Service technology and its application and potential effectiveness in the CCSD environment.

16. Ability to work flexible hours/shifts.
 17. Ability to be on call for after-hours support.
 18. Ability to recognize and report hazards and apply safe work methods.
 19. Possess physical and mental stamina commensurate with the responsibilities of the position.
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Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent (General Education Development (GED), foreign equivalency, etc.); plus, ten (10) years of recent progressively responsible work experience delivering and maintaining highly-available lines of business server, storage, backup and recovery environments, and related technologies or services for applications and databases (MySQL, Oracle, or SQL Server); or, Associate's degree with a major area of study in Information Technology (IT)-related areas (Management Information Systems (MIS), Computer Systems Engineering, Computer Science, etc.); plus, eight (8) years of recent progressively responsible work experience delivering and maintaining highly-available lines of business server, storage, backup and recovery environments, and related technologies or services for applications and databases (MySQL, Oracle, or SQL Server); or, Bachelor's degree in a related field (Management Information Systems (MIS), Computer Systems Engineering, Computer Science, etc.), plus; six (6) years of recent progressively responsible work experience delivering and maintaining highly-available lines of business server, storage, backup and recovery environments, and related technologies or services for applications and databases (MySQL, Oracle, or SQL Server).
2. Four (4) years of supervisory experience in Information Technology (IT).

Licenses and Certifications

1. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for the duration of the assignment.
2. Current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles (DMV) at the time of application or Qualified Selection Pool (QSP) placement and at the time of interview prior to final selection.

3. Safe driving record. Safe driving record must be maintained for the duration of the assignment.

Preferred Qualifications

1. Industry certification in the areas of system administration technologies, information technology, project management, Food Service, or IT leadership and management.
 2. Experience with technical support of Food Service Management software and highly distributed Point of Sale (POS) systems.
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Document(s) Required at Time of Application

1. High school transcript or other equivalent (GED, foreign equivalency, etc.).
 2. College transcript(s) from an accredited college or university, if applicable.
 3. Copy of a valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
 4. Copy of current driving history (dated within six (6) months from the date printed) issued by the DMV.
 5. Safe driving record.
 6. Specific documented evidence of training and experience to satisfy qualifications.
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Examples of Assigned Work Areas

Clark County School District (CCSD) Food Service Administrative Offices and travel to and from schools and other CCSD office settings.

Work Environment

Strength

Sedentary/medium – exert force up to 25-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

Physical Demand

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, crouching, reaching, handling, and repetitive fine motor activities. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and to maintain concentration for an extended period of time. Vision:

Frequent near acuity, occasional far acuity, and color vision. Vision to read printed and online materials, Video Display Terminal (VDT) screens, or other monitoring devices.

Environmental Conditions

Climate-controlled office setting with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards

Furniture, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

Examples of Equipment/Supplies Used to Perform Tasks

Various computers, printers, modems, telephones, fax machines, etc.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Revised: 03/01/24
- Created: 11/01/19