



JOB DESCRIPTION

SPECIAL SYSTEMS MANAGER

DEPARTMENT: Technology and Innovation	SCHEDULE: 118
REPORTS TO: Executive Director of Technology	WORKDAYS: 245
CLASSIFICATION: Classified	FLSA STATUS: Exempt
PCS CODE: 27	DATE: October 2025

Our Mission: In partnership with our community, we empower students to discover their potential and prepare for a successful future.

Our Core Values: Belonging, Learning, Continuous Improvement and Joy

Our Vision: Richland Two is a dynamic school district committed to creating an environment where students feel connected, engaged, and supported so that they can experience academic and personal achievement.

POSITION SUMMARY

Under general supervision, provides technical expertise and support for the design, implementation, management, monitoring, and optimization of the District communications infrastructure and related systems. Supervises assigned systems specialists.

MINIMUM REQUIREMENTS

Education:

Bachelor's Degree in computer science, information systems, information security, or a related degree field preferred.

Certification/License:

Relevant industry certifications preferred.

Must possess a valid South Carolina driver's license.

Work Experience:

Three (3) to five (5) years of information systems management experience; or any equivalent education, training, and certifications that provide the required knowledge, skills, and abilities.

KNOWLEDGE, SKILLS, AND ABILITIES

- Proficient knowledge of the Institute of Electrical and Electronic Engineers (IEEE) standards and systems for a broad range of networking technologies.
- Proficient knowledge of the operation of network and non-network based communications systems.
- Knowledge of state and federal laws, guidelines, and compliance requirements applicable to the position.
- Knowledge of District and school safety and security procedures.

- Expert knowledge of the installation, configuration, update, maintenance, and troubleshooting of common server and workstation operating systems and application software.
- Expert ability to troubleshoot and diagnose complex issues with operating systems, applications, networks, and other related equipment to reach successful resolutions. Ability to ensure the operation, availability, accessibility, and integrity of assigned systems.
- Strong interpersonal, oral, and written skills to effectively represent the District and its interests to all parties, including District stakeholders, partners, contractors, and the general public.
- Ability to effectively supervise subordinate staff; ability to delegate authority while maintaining accountability.
- Ability to learn and utilize new skills and information to improve job performance and efficiency.
- Ability to anticipate work to be completed and initiate proper and acceptable direction for the completion of work with little to no supervision and instruction.
- Ability to apply judgment and complex logic in defining problems, collecting information, and drawing valid conclusions.
- Ability to maintain high standards of organization, accuracy, record keeping, and timeliness in exercising duties.
- Ability to manage frequent interruptions in a flexible manner and difficult, stressful situations in a professional and appropriate fashion.
- Ability to work independently and as a productive member of a team.
- Ability to thrive in a fast-paced, continually changing work environment.

ESSENTIAL DUTIES

- In coordination with other technology team members, plans, designs, implements, and maintains the District overall communications infrastructure including but not limited to local area network cabling, wide area network cabling, telecommunications circuits, telephone and telephony systems, audio and visual communication systems, fiber optic communications links, facility connectivity, and related systems, services, and solutions.
- Provides, directs, and supervises escalation supports to provide high level resources for complex technology issues.
- Serves as a liaison to District schools and departments to provide and support assigned technology systems and services. Provides technical expertise and excellent customer service for schools and departments.
- Serves as the Technology and Innovation department's primary point of contact and support agent for District operational projects and systems such as construction, transportation, food services, facilities management, safety and security systems, and other assigned systems.
- Leads the decision making process and manages complex technology projects, as assigned.
- Supervises and reviews the work of assigned staff for completeness and accuracy; evaluates and makes recommendations as appropriate; offers additional training, advice, and assistance as needed.
- Keeps abreast of pertinent legal, regulatory, operational, and technical sources of information that impact the operations of the department and makes recommendations as needed.
- Provides for his/her own professional growth through an ongoing program of reading, seminars, conferences, and/or advanced course work.
- Establishes a professional rapport with staff, vendors, and contractors that fosters their respect. Coordinates materials and services with outside contractors as needed to implement, maintain, and respond to District needs.
- Displays the highest standards for ethical and professional behavior while collaborating with school personnel, District staff, community members, and other parties. Works with internal and

external parties to achieve project goals. Represents the Technology and Innovation department at various meetings as requested.

- Adheres to the highest standards of confidentiality concerning sensitive matters.
- Serves as a role model for others; dresses professionally; willingly accepts responsibility; and demonstrates pride in the public education profession.
- Demonstrates prompt, regular attendance and is available to work in-person on-site during normal business hours. Available after hours to maintain systems and to implement emergency response protocols, as necessary.
- Willingly performs other duties as assigned by the supervisor.

PHYSICAL ABILITIES AND WORKING CONDITIONS

The physical abilities and working conditions are representative of, but not intended to be, an exhaustive list of the requirements for positions in this classification. In the event of an emergency or situation requiring guidance from Federal, State, Local, or District authorities, the requirements of this position may change to best serve the needs of our students.

Vision: Ability to read small print and view a computer screen for prolonged periods of time.

Hearing: Ability to tolerate exposure to noisy conditions.

Speech: Ability to be understood in face-to-face communications and to speak with a level of proficiency and volume to be understood over a telephone, computer, or virtual setting.

Upper Body Mobility: Ability to use hands to grasp and manipulate small objects; manipulate fingers; twist and bend at wrist and elbows; extend arms to reach outward and upward; use hands and arms to lift objects; turn, raise, and lower head.

Strength: Ability to lift, push, pull and/or carry objects which weigh twenty-five (25) or more pounds on a frequent basis.

Environmental Requirements: Ability to work independently; work cooperatively with others; work indoors; work outdoors as necessary for the position.

Mental Requirements: Ability to read, write, understand, interpret, and apply information on a moderately complex level essential for successful job performance; math skills at a proficiency level appropriate to the position; sound judgment; the ability to process information quickly; learn quickly and follow verbal procedures and standards; give verbal instruction; rank tasks in order of importance; copy, compare, compile and coordinate information and records. Understands and adequately manages stressful situations.

Additional Work Conditions and Physical Abilities: District travel required on a regular basis. Reliable transportation required.

Richland School District Two is committed to providing equal access to educational and employment opportunities regardless of race, color, religion, national origin, disability, pregnancy, age, sex, sexual orientation, gender identity status, spousal affiliation, or any other protected characteristic, as may be required by law. As required by Title IX and its implementing regulations, 34 C.F.R. Part 106, Richland School District Two does not discriminate on the basis of sex in its educational programs and activities. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

This job description is intended to accurately reflect the duties, responsibilities, and requirements of the position. It is not intended to be, nor construed to be, an all-inclusive list of the knowledge, skills, abilities, essential duties, physical abilities and/or working conditions

associated with the position. District management/administration reserves the right to modify, add, or remove duties and assign other duties as necessary.