



# Poudre School District

HUMAN RESOURCES DEPARTMENT

## JOB DESCRIPTION

Job Title: **Manager, IT Operations**

Job Family: **Professional**

Prepared/Revised Date: **August 1, 2026**

FLSA Status: **Exempt**

Pay Range: **A/P Schedule, Grade T**

Job Code: **34222**

**SUMMARY:** Responsible for overseeing the day-to-day operational functions of the IT Department, under the direction of the Chief Information Technology Officer. Plan, direct, coordinate, and evaluate operational activities including project implementation, vendor management, process improvement, and cross-functional collaboration to support PSD's technology goals. Supervise and direct work of IT support staff and oversee special projects. Monitor and reconcile department budgets, staffing, orders, and purchases. Independently manage sensitive communication issues and solve problems related to policy or procedural issues for principals, office managers, and district staff. Ensure alignment with district priorities, compliance with applicable policies, standards, and best practices, and continuous improvement of IT operations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Frequency of duties, percent of time and work year may vary based on department or building assignment. This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by the supervisor.*

1. Support the Chief Technology Officer by coordinating operational planning efforts, monitoring progress on key IT initiatives, preparing summary reports and operational insights, and facilitating follow-through on leadership decisions to ensure effective execution of district technology priorities. Support planning and execution of operational projects and initiatives, ensuring timelines, quality standards, and performance expectations are met. Monitor outcomes and recommend adjustments as needed to improve effectiveness and service delivery.
2. Develop, implement, and evaluate IT operational strategies aligned with district goals and technology initiatives. Establish operational priorities and create action plans to ensure reliable and efficient IT services across the district.
3. Oversee departmental budgets and resource allocation to ensure effective use of district funds. Monitor expenditures, forecast operational needs, and coordinate procurement activities in accordance with district financial policies and purchasing guidelines.
4. Prepare information, documents, and materials for administrative hiring committees, grants, reports, district-wide meetings and Board of Education meetings. Prepare IT departmental meeting agendas and transcribe meeting minutes. Research, compile, organize, and analyze complex data and prepare reports, as requested. Initiate, type, compose, and edit correspondence, forms, newsletters, and memos. Update and maintain district IT documents.



5. Identify, troubleshoot, and resolve issues. Analyze complex systems, determine root causes, and implement effective solutions to improve performance and efficiency. Translate technical concepts for non-technical audiences, collaborate across teams, and align solutions with business goals. Pursue continuous professional development by staying updated on district technology standards, industry trends, and emerging skills, while embracing challenges and maintaining a growth mindset.
6. Oversee district E-Rate filing and ensure compliance with federal laws regarding funding and programming, in collaboration with the grants and finance departments. Prepare E-Rate solicitations, award notices, payments, refunds and distributions.
7. Provide leadership and supervision to IT operations staff. Recruit, train, mentor, and evaluate employees; establish clear expectations; manage performance; and foster a culture of accountability, collaboration, and continuous improvement.
8. Analyze existing operational workflows, service delivery models, and support processes to identify inefficiencies and opportunities for improvement. Lead process optimization efforts to increase productivity, reduce operational risk, and enhance service quality while minimizing waste and redundancy. Develop, maintain, and enforce departmental policies, procedures, and operational standards. Ensure compliance with district governing guidelines, applicable laws and regulations, and industry best practices related to information technology operations, data security, and risk management.
9. Coordinate and collaborate with internal stakeholders, including Information Technology, Human Resources, Finance, and other district departments, to ensure seamless execution of operational initiatives and alignment with district objectives. Serve as a key liaison to support cross-functional projects and initiatives.
10. Coordinate and manage vendor relationships, contract renewals and negotiation.
11. Coordinate ITC building crisis response protocols, including managing emergency procedures, maintaining readiness standards, and serving as a key point of contact during incidents.
12. Oversee front desk operations; supervise staffing schedules, ensure consistent coverage, and support customer service standards to provide professional and timely assistance for all visitors and staff.
13. Oversee and manage departmental mileage reporting, ensuring accurate tracking, timely submission, and compliance with company policies and reimbursement guidelines. Review, approve, and audit employee timecards to ensure accuracy, proper labor allocation, and adherence to payroll deadlines and labor regulations.
14. Manage full cycle recruitment process, including posting and closing job vacancies, monitoring applicants, and collecting/maintaining required documentation. Facilitate interviews, prepare and submit human resources paperwork for the department, including employee reports, job orders, and leave requests. Track department staffing rosters and FTE.
15. Perform other duties as assigned.



### **EDUCATION AND RELATED WORK EXPERIENCE:**

- Bachelor's degree in business administration, information technology, communications, or related field preferred
- A minimum of 5 years of administrative office experience required
- Experience working in an IT Department strongly preferred
- Equivalent combination of education and experience acceptable

### **LICENSES, REGISTRATIONS or CERTIFICATIONS:**

- Criminal background check required for hire
- Notary Public preferred

### **TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:**

- Oral and written communication skills
- English language skills
- Interpersonal relations skills
- Math and accounting skills
- Customer service and public relations skills
- Critical thinking and problem-solving skills
- Bilingual oral and written communication skills preferred
- Ability to maintain confidentiality in all aspects of the job
- Ability to manage multiple priorities
- Ability to manage multiple tasks with frequent interruptions
- Ability to diffuse and manage volatile and stressful situations
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, District policies, administrative guidelines and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

### **MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:**

- Operating knowledge of and experience with personal computers and peripherals
- Operating knowledge of and experience with Microsoft Office and/or other department software packages
- Operating knowledge of and experience with standard office equipment, such as telephones, copier, fax machine, E-mail, etc.



**REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:**

	POSITION TITLE	# of EMPLOYEES
<b>Reports to:</b>	Chief Technology Officer	
<b>Direct reports:</b>	IT Department Technician I	2

- Responsible for assisting with interviewing, hiring and training employees; assisting with planning, assigning and directing work; assisting with appraising performance; assisting with rewarding, disciplining and terminating employees; and assisting with addressing complaints and resolving problems

**STANDARD PHYSICAL DEMANDS & WORKING CONDITIONS:** *Poudre School District is committed to the full inclusion of all qualified individuals. As part of this commitment, Poudre School District will ensure that qualified individuals with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact [ada@psdschools.org](mailto:ada@psdschools.org).*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit			X	
Use hands to finger, handle or feed			X	
Reach with hands and arms		X		
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			



MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare			X	
Analyze				X
Communicate				X
Copy			X	
Coordinate			X	
Instruct			X	
Compute				X
Synthesize			X	
Evaluate			X	
Interpersonal Skills				X
Compile			X	
Negotiate			X	

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	
Peripheral vision	
Depth perception	
Ability to adjust focus	X



<b>NOISE LEVEL:</b>	<b>Exposure Level</b>
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	