Director, Technology Support Services

Purpose Statement

The job of Director, Technology Support Services is done for the purpose/s of supporting the educational process by directing technology use and services, providing information and serving as a resource to others; achieving defined objectives by planning, evaluating, developing, implementing and maintaining services in compliance with established guidelines; and serving as a member of the leadership team.

This job reports to the Director of Educational Services

Essential Functions

- Collaborates with internal and external personnel (e.g. other administrators, auditors, public agencies, community members, etc.) for the purpose of implementing and/or maintaining services and programs.

- Develops liaisons with business sources and school support groups for the purpose of subsidizing the acquisition of new technology by soliciting and obtaining funding, hardware, software, expertise and/or community support.

- Directs department operations; the maintenance of services and the implementation of new programs and/or processes for the purpose of providing services within established timeframes and in compliance with related requirements.

- Facilitates meetings, workshops, seminars, etc. (e.g. personnel actions, financial procedures, regulatory requirements, actions involving outside agencies, enter-district needs, etc.) for the purpose of identifying issues, developing recommendations, supporting other staff, and serving as a District representative.

- Manages the development of the district wide area and local area networks for the purpose of ensuring the efficient growth and development of productivity computing for teachers, classified/support staff, district administrators and Board members.

- Monitors budget allocations, expenditures, fund balances and related financial activities for the purpose of ensuring that allocations are accurate, revenues are recorded, expenses are within budget limits and/or fiscal practices are followed.

- Participates in a variety of meetings (e.g. workshops, inter and intra district committees, community and public agencies, seminars, conferences, etc.) for the purpose of conveying and gathering information regarding a wide variety of subjects required to carry out their administrative responsibilities.

- Performs personnel administrative functions (e.g. hiring, counseling, training, supervising, evaluating, providing professional development opportunities, etc.) for the purpose of maintaining necessary staffing, enhancing productivity of staff, and ensuring necessary department/program outcomes are achieved.

- Prepares a wide variety of reference, presentation, policy and administrative materials (e.g. plans, budgets, funding requests, reports, analyses, recommendations, procedures, etc.) for the purpose of documenting activities, requests and issues; providing audit references, and/or meeting compliance requirements.

- Presents information on a variety of topics related to administrative responsibilities (e.g. financial information, overviews of programs/services, policies and procedures, etc.) for the purpose of providing general information, training others, implementing actions, etc.
- Provides leadership and technical support for the purpose of designing, developing and maintaining an efficient, unified and fully integrated technology system.
- Researches topics related to current and emerging technology (e.g. relevant policies, current practices, staffing requirements, financial resources, etc.) for the purpose of developing new programs/services, ensuring program compliance with established requirements, securing general information and/or responding to requests
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- Responds to issues involving staff, conflicts in policies and regulations, community concerns, parental requests that may result in some negative impact and/or liability if not appropriately addressed for the purpose of identifying the relevant issues and recommending or implementing a plan of action that will efficiently resolve the issue.
- Serves as liaison to software/hardware providers for the purpose of conveying and/or receiving information and coordinating district activities.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, highly complex, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment including utilizing pertinent software applications; planning and managing projects and programs; overseeing program financial activities; developing effective working relationships including using tact, patience, flexibility and courtesy; preparing and maintaining accurate records; and administering personnel policies and procedures.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: pertinent laws, codes, policies, and/or regulations; personnel processes; standard business practices; current generation and emerging programming languages; networking technologies and operating systems including network performance monitoring and investigative tools; client-server and web-based application development.

ABILITY is required to schedule a number of activities, meetings, and/or events; often gather, collate, and/or classify data; and consider a variety of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a significant diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize a variety of types of job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: diagnosing and resolving network problems and malfunctions as they may occur; establishing and

maintaining effective working relationships; supervising and efaluating staff; meeting deadlines and schedules; setting priorities; working with multiple projects, frequent interruptions, and changing work priorities; working with detailed information/data and maintaining accurate records; maintaining confidentiality; and facilitating communication between persons with frequently divergent positions.

Responsibility

Responsibilities include: working independently under broad organizational guidelines to achieve unit objectives; managing a department; supervising the use of funds. Utilization of significant resources from other work units is routinely required to perform the job's functions. There is a continual opportunity to impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 60% sitting, 20% walking, and 20% standing. This job is performed in a generally clean and healthy environment.

Experience   Job related experience within a specialized field is required.

Education   Bachelors degree in job-related area.

Equivalency   Five years of experience including two years of supervisory experience has been found to be a minimum requirement for successful job performance. CCNP and CCDP certificates are preferred.

Required Testing	Certificates
Pre-Employment Proficiency Test	Driver's License & Evidence of Insurability
	CISCO Certified Network Professsional (CCNP) - Preferred
	CISCO Certified Design Professional (CCDP)-Preferred

Continuing Educ./Training	Clearances
Blood Borne Pathogen Training	Criminal Justice Background Clearance
Maintains Certificates and/or Licenses	Tuberculosis Clearance

FLSA Status	Approval Date	Salary Range
Exempt	6/25/2019	130