



METROPOLITAN EDUCATION DISTRICT  
HUMAN RESOURCES DIVISION  
760 Hillsdale Avenue, Bldg. 6  
San Jose CA 95136

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**ANNOUNCEMENT OF CLASSIFIED MANAGEMENT VACANCY**  
**June 30, 2021**

**POSITION:** **Director of Technology Innovation Services**  
Classification: Classified Management  
Location: District Office  
Range: 24 (\$116,199 - \$132,497 annually)  
Stipend: Master's or higher degree (\$3,014 annually)  
Benefits: Medical, Dental & Vision  
Work year: 12 months (260 days) - 1.00 FTE

**WHO MAY APPLY:** District is seeking an enthusiastic, high-energy person to join the MetroED Information Technology management team. [See job description for requirements.](#)

**HOW TO APPLY:** Apply online at [EdJoin.org](https://edjoin.org) and submit the following:

- Application
- Cover Letter
- Resume
- Three (3) current (within a year) letters of recommendation

**REQUIREMENTS:** **Experience:** Management experience in a network environment. Five (5) years of increasingly responsible management experience in computer applications, infrastructure and systems, information systems and technology resources, principle practices and languages used in communication oriented computer systems and programming. General knowledge of networking technologies including LAN/WAN design, routing and switching.

**Education:** Bachelor's degree or equivalent in computer sciences, information systems, business administration, accounting or related fields. Master's degree preferred or desirable.

**HR CONTACT:** Susan Nakahira at (408) 723-6435 - [snakahira@metroed.net](mailto:snakahira@metroed.net)

**DEADLINE TO APPLY:** **July 30, 2021**

**START DATE:** TBD

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**Employment is contingent upon background and fingerprint clearance  
Background investigation will be conducted**

MetroED is an Equal Employment Opportunity Employer and a Joint Powers Agency. The Governing Board is committed to providing equal opportunity for all individuals in education. District programs, activities, and practices shall be free from unlawful discrimination, including discrimination against an individual or group based on race, color, ancestry, nationality, national origin, ethnic group identification, age, religion, marital, pregnancy, or parental status, physical or mental disability, sex, sexual orientation, gender, gender identity or expression, or genetic information; a perception of one or more of such characteristics; or association with a person or group with one or more of these actual or perceived characteristics.

<b>Location:</b>	<b>Metropolitan Education District (MetroED) 760 Hillsdale Avenue, San Jose CA 95136</b>
<b>Reports To:</b>	<b>CBO</b>
<b>Classification:</b>	<b>Classified Administrator/Cabinet level</b>
<b>Date Approved:</b>	<b>Pending Board Approval</b>
<b>Date Revised:</b>	
<b>Position Control:</b>	<b>142009, Salary Schedule 5, Range 24, Work Year 12 Months</b>

**Position Description:**

Under the general direction of the CBO, the Director of Technology Innovation Services is responsible for providing District-wide leadership in the planning, development, implementation, and administration of information technology and services to support instructional, student services, administrative, and operational programs and services district wide, including data center operations, voice and data communications systems, administrative and educational computing systems, network services, e-mail, internet services, servers, storage area network, disaster recovery and back-up, technical support services, computer software and hardware acquisition, inventory, maintenance and repair, computer system design and installation, Effectively direct, manage, coordinate, and supervise the Technology Innovation operations district-wide, formulate, interpret and administer policy and procedures.

**AREAS OF RESPONSIBILITY/DUTIES (as assigned):**

**Essential Functions:**

- Provide information technology leadership to support instructional, student services, administrative and operational programs and services district wide.
- Serves as a member of the Districts' Cabinet Team with high levels of accountability and decision-making responsibilities.
- Supports the implementation of operational and educational technology initiatives (e.g. new systems, educational programs, hardware) for the purpose of assisting with delivery and implementation of initiatives, providing support and assistance to others, providing oversight of projects and/or training and providing information to others to ensure successful implementations.
- Lead to provide exceptional customer service and end-user support for application systems and network systems by analyzing, diagnosing, trouble-shooting, escalating and driving issues to resolution.
- Plan, organize, control and direct District-wide operations and activities of the District Technology Services including the development, design, operation, analysis, modification, maintenance, and repair of computer and technology systems, infrastructure and related hardware, software, databases, applications and security; assure optimal allocation of information technology systems, resources and personnel; assure related activities comply with established standards, requirements, laws, codes, rules, regulations, policies and procedures.
- Develop and Implement district technology plan and department goals.
- Attend and conduct a variety of meetings, as assigned; attend and participate in various technology committees, conferences, seminars, and in-services; prepare and deliver oral presentations concerning information technology systems, plans and equipment.

**Metropolitan Education District**  
**Director of Technology Innovation Services**

- Prepares a wide variety of documents, reports and materials (e.g. reports, policy and procedure documents, emails, memos, correspondence, budget, specifications, plans and drawings, analysis and test results and cost estimates) for the purpose of providing necessary information to support district operations, including reporting internally and externally to the state or federal agencies, and other entities as required by district, state and/or federal regulations.
- Establishes and implements department operating policies and procedures.
- Provide a comprehensive training program for District staff as new technology and applications systems are developed (sample: Google tools for students and staff.)
- Monitors technology budget and expenditures for ensuring that allocations are accurate and expenses are within budget limits and that fiscal practice and Governing Board policies are followed.
- Supervises assigned technology staff (e.g. hiring recommendations, interviewing, training, evaluations, initiate disciplinary procedures as needed, etc.) for the purpose of maximizing the efficiency of the work force and meeting operational requirements.
- Direct and coordinate subordinate work assignments and review work to ensure compliance with established standards, requirements and procedures; ensure employee understanding of established requirements; participate in the development of staffing operational analysis of assigned area.
- Coordinate and direct District activities, communications and information between administrators, staff, vendors, service providers, contractors, information technology users, outside agencies and various local, state and federal agencies; direct activities, personnel and projects to ensure proper and timely resolution to information technology issues, problems, malfunctions and conflicts.
- Authorizes permissions and individual access to technology applications for the purpose of ensuring proper access to technology systems by staff, students, parents and others consistent with district operating guidelines and regulations.
- Directs the installation of technology systems and tools (e.g. hardware, software, systems, wiring, specialized applications and tools) for ensuring the safe, timely and efficient installation.
- Provide technical expertise to administrators, personnel, outside agencies and the public concerning department operations and activities; respond to inquiries, resolve issues and conflicts and provide detailed and technical information concerning related projects, services, systems, laws, codes, standards, requirements, goals, objectives, rules, regulations, policies and procedures.
- Manages procurement, inventory and surplus of technology equipment, systems and related services for the purpose of ensuring that all technology purchases for goods and/or services are consistent with the district's technology objectives and that equipment is properly inventoried and surplussed consistent with local, district and state regulations.
- Researches outside funding opportunities and grants for providing additional funding to enhance technology within the district.
- Performs other duties as assigned.

**EMPLOYMENT STANDARDS**

**Knowledge of:**

- Information technology systems and integration to support educational and administrative functions; including but not limited to Windows, Google, Apple, UNIX operating systems, networks and current computer applications and hardware.

**Metropolitan Education District**  
**Director of Technology Innovation Services**

- Principles, practices and techniques used in the administration, operations, development and implementation of data and communications processing systems and programs
- Security standards and protocols
- Data reporting and statistical analysis
- Proper use of data processing equipment and software applications;
- Principles of leadership, management and supervision
- Operational practices and procedures of a school district
- Social, cultural and linguistic diversity of District, city and community

**Ability to:**

- Effectively analyze, design, program and evaluate complex data and situations
- Direct and supervise program management activities and personnel, including estimating costs, supplies, equipment and human resource needs
- Motivate individual and groups toward the accomplishment of stated goals and objectives
- Demonstrate competent understanding and expertise of information technology, project management, personnel productivity and operation
- Effectively communicate using technical or non-technical language as appropriate with customers, administrators, vendors and employees at all levels
- Analyze and prioritize complex information technology issues and develop effective course of action in a timely manner
- Write operational procedures to meet specifications of users
- Establish and maintain effective working relationship with those contracted as performance of required duties
- Perform systems analysis and programming
- Plan, and organize work flow, including the establishment and measurement of goals and objectives

**MINIMUM QUALIFICATIONS:**

Specific knowledge required to satisfactorily perform the functions of the job include:

**Experience:**

- Minimum of five years of increasingly responsible management experience in computer applications, infrastructure and systems, information systems and technology resources, principle practices and languages used in communication oriented computer systems and programing. General knowledge of networking technologies including LAN/WAN design, routing and switching. General knowledge of systems analysis, program applications, and database design/maintenance. Experience in public education preferred.
- General knowledge of data communications including VOIP and wireless WAN technologies
- Management experience in a network environment
- Strong AD experience Azure/Intune preferred
- E-rate experience
- Three years administration/programming experience using a major SQL database

**Metropolitan Education District**  
**Director of Technology Innovation Services**

**Education and Credentials:**

- Bachelor's degree or equivalent in computer sciences, information systems, business administration, accounting or other related field of study
- Master's Degree preferred or desirable.

**MINIMUM QUALIFICATIONS (continued):**

**Expectations:**

The District places a high value on employees that are enthusiastic, cooperative, resourceful and knowledgeable, possess and display a strong work ethic and a customer-service and positive attitude. Employee is expected to understand and support the District's mission, strategic objectives, policies and goals.

**PHYSICAL REQUIREMENTS:**

Incorporated within one or more of the essential functions of this job are the following essential physical requirements

- Incumbents regularly stand and sit for long periods of time
- Walk short distances on a regular basis
- Use hands and fingers to operate a computer keyboard or other office and technical equipment
- Reach with hands and arms, bend, twist, stoop, kneel, or crouch; speak clearly and distinctly over telephones and to provide information
- See to observe students and to read fine print and operate computer; hear and understand voice over telephone and in person
- Lift materials weighing up to 25 pounds and move and transport materials weighing up to 30 pounds

Date: \_\_\_\_\_

Signed: \_\_\_\_\_  
Employee Signature