



LAKELAND CHRISTIAN SCHOOL®

Job Description: Director of Technology

Classification: Director

Schedule: 12 Month; Monday-Friday

Supervises: Yes

Reports To: Chief Financial Officer

FLSA Status: Exempt

General Description

The Director of Technology is responsible for the overall planning, implementation, and support of the school's technology systems and infrastructure. This includes academic and administrative technology, network and data systems, IT security, classroom integration, and database management. The position oversees the IT team, helpdesk operations, and day-to-day technology support while managing the department's operational and capital budgets. The Director serves as the primary liaison with software vendors, service providers, and system integrators to ensure that all technology platforms are reliable, secure, and aligned with the school's mission and strategic priorities.

Qualifications

1. Be a born-again believer, maintaining a testimony that is above reproach
2. Active in local, evangelical church
3. Bachelor's degree in Information Technology, Computer Science, Educational Technology, or a related field required; Master's degree preferred.
4. Minimum of 5 years of experience in IT management, preferably in an educational setting
5. Strong leadership and supervisory experience with IT helpdesk, network management, and database administrators.
6. Extensive knowledge of data architecture, integrations, APIs, and reporting.
7. Deep understanding of network infrastructure, cybersecurity principles, and business continuity planning.
8. Must be able to complete all physical requirements of the job
9. Be in agreement with the Lakeland Christian School Statement of Faith and staff qualifications

Essential Duties and Responsibilities

1. **Strategic Leadership & Planning**

- Develop and implement a comprehensive, multi-year technology strategy aligned with institutional goals.
- Lead the ethical exploration and deployment of artificial intelligence tools to improve learning, communication, operations, and decision-making.
- Evaluate and implement new and emerging technologies that enhance the academic and administrative environments.
- Establish measurable goals and performance metrics for the technology program.
- Serve as a thought partner with school leadership on data-informed decision making and digital transformation.

2. Database & Systems Oversight

- Serve as the school's primary owner of the Veracross student information system.
- Ensure consistent data integrity, effective use of modules, and streamlined workflows within Veracross across departments.
- Oversee the management and optimization of all school databases and third-party applications integrated with Veracross (e.g., Clever, Google Classroom, Lunchtab, etc.).
- Coordinate training and support for staff and faculty in data entry, reporting, and best practices related to Veracross and other platforms.
- Work with departments to ensure data-informed reporting and analysis are effective and accessible.
- Develop and enforce protocols for data security, privacy, backups, and compliance with applicable regulations (FERPA, COPPA, etc.).

3. Infrastructure, Cybersecurity & Systems Management

- Lead the management of the school's IT infrastructure, including wired/wireless networks, servers, cloud services, and disaster recovery systems.
- Ensure high performance, reliability, and scalability of the school's network infrastructure through continuous monitoring, proactive maintenance, and timely troubleshooting.
- Minimize downtime and disruptions by maintaining resilient, well-documented systems and processes for incident response.
- Maintain thorough documentation of network architecture, change logs, vendor relationships, and service level agreements (SLAs).
- Collaborate with Facilities leadership on physical infrastructure planning (e.g., cabling, server rooms, power redundancy, environmental controls).
- Maintain a robust cybersecurity framework that includes endpoint protection, firewalls, content filtering, and phishing prevention.
- Manage the full life cycle of all IT hardware and software assets.

4. Instructional Technology

- Collaborate with academic leadership to integrate educational technology into classroom instruction and curriculum development.
- Serve as a key partner to academic leadership in the planning and implementation of instructional technology initiatives that enhance teaching and learning across all grade levels.
- Act as a liaison between the IT department and academic divisions to ensure technology solutions are responsive to instructional needs and support classroom success.

- Foster a culture of innovation, digital citizenship, and thoughtful technology use within the academic program.
- Oversee the 1:1 Chromebook program, ensuring device management, responsible use policies, and teacher/student support.
- Promote digital citizenship and AI literacy among faculty, staff, students, and families.

5. Operational Leadership & Team Management

- Supervise and coordinate the day-to-day operations of the IT helpdesk to ensure timely, effective, and courteous resolution of faculty, staff, and student technology issues.
- Develop and maintain helpdesk ticketing workflows, prioritize requests, and escalate complex issues as needed.
- Provide direct technical support and troubleshooting for network, hardware, software, and classroom technology.
- Ensure documentation of common issues and solutions to build a knowledge base that empowers users and improves support efficiency.
- Foster a culture of customer service and continuous improvement within the IT team.

6. Budget and Resource Management

- Develop and manage the technology departmental budget, including operational and capital expenditures.
- Monitor expenses and ensure cost-effective procurement of hardware, software, services, and licensing agreements.
- Assist in long-term financial planning for infrastructure upgrades, device replacement cycles, cybersecurity investments, and strategic technology initiatives.

Knowledge, Skills and Abilities

1. Ability to work collaboratively with administrators, faculty, staff, students, and external vendors to deliver effective technology solutions.
2. Proficiency in helpdesk ticketing systems, IT asset management, and technology support workflows.
3. Strong computer skills, including familiarity with operating systems (Windows, Chrome OS), networking, and cloud services.
4. Working knowledge of SQL and relational databases preferred, with the ability to support data integrity, reporting, and integrations across school systems such as Veracross preferred.
5. In-depth knowledge of network infrastructure, cybersecurity principles, system administration, and technology project management.
6. Excellent budgeting and financial management skills, with experience developing and overseeing technology budgets preferred.
7. Strong organizational, analytical, and problem-solving abilities to prioritize tasks and resolve technical issues efficiently.
8. Exceptional verbal and written communication skills, able to explain complex technology concepts clearly to non-technical stakeholders.
9. Demonstrated flexibility and adaptability in response to changing technology needs, priorities, and emergent issues.

Work Conditions and Physical Demands

1. Ability to lift and carry technology equipment up to 25 lbs., such as laptops, servers, and networking hardware.
2. Regularly required to work more than 40 hours per week, including evenings, weekends, and occasional holidays, to support school events, system upgrades, or emergency IT issues.
3. Occasional physical tasks related to installation or maintenance of IT equipment (e.g., mounting projectors, running cables in ceilings or server rooms).
4. Ability to access confined spaces such as server rooms, network closets, and ceilings for maintenance and troubleshooting.
5. Sitting or standing for extended periods while working at computers or troubleshooting hardware.
6. Walking throughout campus to inspect technology infrastructure and provide onsite support.
7. Dexterity of hands and fingers to operate computer keyboards, mobile devices, and IT tools.
8. Hearing and speaking to exchange information clearly in person, via telephone, or virtual meetings.
9. Seeing to read and interpret technical documentation, software interfaces, and reports.
10. Reaching overhead or horizontally to install or retrieve IT equipment and cables.
11. Bending at the waist, kneeling, or crouching to access network ports, power outlets, or hardware in low spaces.