

MANAGEMENT JOB DESCRIPTION

**DIRECTOR OF INFORMATION TECHNOLOGY SERVICES
AND SUPPORT**

JOB SUMMARY:

Under the general direction of the Executive Director of Technology and Instruction Services and Support, provides leadership for the Information Technology Department to meet District goals and policies as they relate to the technical infrastructure, student and administrative software, and computer systems. Responsible for District organization and implementation of all District technology systems including those used for student information, business, human resources, and student systems; voice and data networks; support of all District computers and peripherals; advanced technologies including SIF, and the District web presence and portal technology solutions. Ensures that the District and its schools, departments, parents, students, and community as well as county, state, and federal agencies are provided with consistent and reliable access to District information; oversees the preparation of all E-Rate applications; makes recommendations to District executive staff on emerging technologies; approves technology purchases; and chairs all District committees associated with technology.

ESSENTIAL JOB FUNCTIONS:

- Provides leadership for the Information Technology Department in optimizing the use of all District resources through the use of technology; makes recommendations to executive staff on emerging technologies; and informs senior management of potential problems and presents solutions.
- Provides leadership and management skills within the Information Technology Department, including the evaluation and supervision of staff.
- Assures the security and validity of District information and networks through the development of cybersecurity procedures as well as backup and recovery methods; provides recommendations on best practices on cybersecurity for school sites and District office personnel.
- Identifies effective technology-based programs that support improved student achievement; and works with administrators and school personnel to implement these programs.
- Provides leadership for the evaluation, selection, and use of computer programs to improve instruction and raise student achievement.
- Develops, tests, monitors, and maintains computer systems related to attendance, enrollment, purchasing, business, finance, child nutrition, and other applications.
- Directs and manages acquisition and maintenance of the District's servers, hardware, software, Storage Area Network data storage, and network architecture/infrastructure.
- Analyzes all formal technology proposals submitted from all levels within the District and makes recommendations to the appropriate decision-making body; and develops, reviews, and monitors project management standards for new and ongoing information technology systems.
- Manages the development, preparation, and issuance of policies and procedures relating to network operations, security, and controls.
- Recommends technology standards.
- Serves as technical resource for all District personnel and develops and implements long-

term strategic plans.

- Ensures that the District and its schools, departments, parents, students, and community as well as county, state, and federal agencies are provided with consistent and reliable access to District information.
- Develops, reviews, and updates Districtwide technology system specifications, bids, and requests for proposals to ensure that technical requirements and standards are met consistently; evaluates productivity and satisfaction standards for all administrative systems.
- Oversees the District's network, data, and technology operations and activities.
- Develops and monitors annual budgets for the maintenance, operation, and support of District computing systems and services.
- Directs all activities of the Information Technology Department, assures the resolution of problems, and conducts ongoing evaluation of customer satisfaction.
- Attends and participates in a variety of meetings, workshops, conferences, and trainings to maintain current knowledge of emerging technological trends.
- Manages Integrated Technology Services staff and physical resources related to technical infrastructure, network and application security, and administrative computer systems including central computer systems, personal microcomputers, data communications equipment, and the District's telephone systems.
- Supports the preparation of state and federal reporting as dictated by local, state, and federal mandates including California Longitudinal Pupil Achievement Data System.
- Ensures compliance with applicable laws, codes, rules, and regulations.
- Maintains confidentiality of sensitive and privileged information.
- Performs other duties as required.

ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:

- License: Valid Class C California Driver's License and evidence of insurability.
- Ability to plan, organize, control, and administer the District's network, data, and technology support operations; analyze and develop work methods, procedures, and schedules; coordinate and implement a broad information technology and infrastructure management program for a school district; and work with school site management and teachers to provide appropriate technology for students and staff.
- Knowledge of server/database integration including Microsoft SQL and experience with query and reporting tools; troubleshoot and resolve firewall configuration and performance issues; analyze situations accurately and adopt an effective course of action; develop and implement long-term strategic plans; and serve as technical resource for all District personnel.
- Evaluate user needs and advise accordingly regarding software and hardware configurations; evaluate and assimilate data in order to prepare clear, comprehensive reports and make sound recommendations; assure compliance with applicable laws, codes, rules, and regulations; train, supervise, and evaluate personnel; develop and prepare budgets; and monitor and control expenditures.

- Maintain current knowledge of technological advances in the field; establish and maintain cooperative and effective working relationships with others; communicate effectively both orally and in writing in English; and operate a computer and assigned software.
- Knowledge of principles and practices relating to the management, administration, and design of a large multi-platform local and wide area computer network; principles and techniques of systems and network design and analysis; data recovery and security planning; database design and management using Microsoft SQL; customer service design, organization, and operation; Internet and Intranet development standards; strategic planning and project management; applicable rules, laws, codes, and regulations; school district information and records management, including document imaging; principles and procedures of contract administration; firewall system design and implementation; principles and practices of data security; network server systems; budget preparation and control; oral and written communications skills including public speaking techniques; computer operating systems including Windows Server; and computer software including PowerSchool, BusinessPlus, ESchoolPlus, Cybersoft PrimeroEdge, and Microsoft School Data Sync (SDS), Class Teams, and Microsoft Azure Single Sign On (SSO), Office 365/Microsoft Exchange, Microsoft Active Directory, and SharePoint.
- Knowledge of principles and practices of data analytics and data integration using advanced tools, such as Microsoft Power BI, Power Apps, and Flow.

Management Salary Schedule: Range A
BOARD APPROVED: 07/21/09
REVISION DATES: 01/22/20