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## Job Description

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**CLASSIFICATION:** Administrative

**TITLE:** Director of Technology Services

**REPORTS TO:** Executive Director of Support Services

**POSITION SUMMARY:**

Manages and directs staff in the planning, development and maintenance of the school district's information systems infrastructure, including long range planning and budgeting. Primary areas of responsibility include: Local, metropolitan and wide area data networks and services, voice networks, operating systems, Internet and Intranet services, electronic mail, and end-user computer operations and support. Coordinates activities with administrators from both support services and instructional areas. Oversee the creation and maintenance of technology related inventory records, technical network, server and software documentation and draft departmental policy and procedure documents. Lead and execute high level and high impact technology projects and initiatives.

**QUALIFICATIONS:**

- Bachelor's degree in a job-related discipline, plus five years of demonstrated successful work experience in increasingly responsible experience in supporting and managing complex networked systems and an enterprise level data center. At least three years of technical experience in a supervisory or management capacity. Other equivalent combinations of education and experience will be considered.
- Knowledge of Microsoft System Center Configuration Manager, Active Directory, Windows Server (2016 & 2019), Windows 10 Pro OS, MS-Office (latest version), and Office 365
- Google GSuite Administrator certification preferred
- Experience with Chrome and Android operating systems preferred
- General understanding of Washington State Information Processing Cooperative (WSIPC) and Student Information Systems (SIS) and Skyward experience preferred
- Ability to maintain professionalism in stressful situations and with distraught individuals
- Ability to learn and support new network, infrastructure and other technologies on demand

**Special Requirements:**

- Successful Washington State Patrol and Federal Bureau of Investigation fingerprint clearance
- I-9 employment eligibility in compliance with the Immigrations Reform and Control Act
- HIV/HBV training (obtain within 60 days of hire date – District provided)
- Human Resources new hire training (obtain within 60 days of hire date – District provided)

**POSITION RESPONSIBILITIES:**

1. Directs and supervises technical staff that are responsible for district-wide data networks and computer and network operations. Assigns and coordinates work assignments and resolution of critical technical and procedural problems.

### ***Manager of Technology Services Job Description Continued:***

2. Develops and implements long-range telecommunications and data center plans for district systems. Works cooperatively with Support Services Division management and others from the school district to develop strategic and tactical plans to facilitate and coordinate the delivery of technical services.
3. Ensures acceptable levels of performance in networked systems. This task involves a high degree of technical knowledge and effective management procedures within the Technology Services team.
4. Conducts capacity planning. Develops procedures to measure the capacity for network devices and hosted applications relative to current and future activities. Based on these measures, coordinates the acquisition of additional resources.
5. Assures that software and firmware is at current revision levels. Works with vendors to request and schedule upgrades and with school district technical staff to support the upgrades.
6. Manages institutional budgeting and purchasing activities for technology procurement. Works with Purchasing and Support Services support staff to coordinate the ordering, receiving, and payment activities related to the acquisition of new technology.
7. Ensures high availability of computers and network resources. This task includes developing procedures to maintain security and access and protect against viruses, hackers, vandals, acts of God, and accidental user mistakes.
8. Develops plans, procedures, and activities to support business recovery when problems occur including backup and restoration procedures, vendor agreements, spare parts, data retention, and restoration planning.
9. Stays current with technological developments related to computer hardware, software, and networks, as well as industry best practices, which involves reading publications, subscribing to Internet lists, attending conferences and workshops, and meeting with colleagues. May occasionally present information at national and regional conferences.
10. Initiates, manages and oversees the development of Requests for Proposal (RFP) and Invitation for Bid (IFB) related to the school district's information systems infrastructure, data center and school district owned telephone and network systems. Additionally this includes being the primary contact and coordinator for the district's e-Rate application program through USAC (Universal Service Administrative Co).
11. Works with the school district's Support Services and Fiscal Services staff to negotiate vendor contract Terms and Conditions (T&C's); Service Level Agreement (SLA), and payment structures.
12. Provides technical support at school board meetings.
13. Other duties as assigned.

### **PHYSICAL/MENTAL REQUIREMENTS**

The work environment characteristics described are representative of those an employee may encounter while performing the essential functions of this job.

The physical requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out essential job functions:

- Ability to perceive the nature of sound; near/far visual acuity, depth perception
- Manual dexterity to operate computer equipment
- Exert 25 to 50 pounds of force on a frequent basis
- Ability to lift, carry, push, pull or otherwise move objects
- Sit for extended periods of time, walk, stand, and drive

***Manager of Technology Services Job Description Continued:***

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

**OTHER:**

- Each potential employee must pass a mandatory technical knowledge pretest prior to hire
- Once employed each staff member must complete required safety, policy, and regulatory training before he/she can provide technology support
- Each staff member must complete required technical certifications within the established time frame
- Each employee must provide a driving abstract on an annual basis for use of District vehicles

**EMPLOYMENT CONDITIONS**

This position is part of the District Level Administration group. The position will work a schedule of 260 days. Salary and benefits as determined by the current salary schedule. Employee is required to complete all mandatory district trainings by specified deadlines.

**EVALUATION PROCEDURES**

Performance shall be evaluated annually according to Board and administrative policies and procedures.

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