

Job Title:	<u>Director, Technology Services</u>
Grade Level/Terms of Employment:	<u>Grade 133/260 Days (12 months)</u>
FLSA Status:	<u>Exempt</u>
Work Location:	<u>Central Office</u>
Immediate Supervisor:	<u>Chief Operating Officer</u>

General Description:

The Director, Technology Services provides leadership and oversight in division-wide implementation of technology services including technology integration, networking and communications, database services, applications and student information systems development/maintenance, web and portal services and technology asset purchase and maintenance. This work ensures systems are aligned to effectively and reliably support students and staff across the division as related to teaching and learning.

Essential Duties and Responsibilities:

- Works collaboratively with school and administrative leadership to provide strategic and tactical direction to ensure that technology aligns to, and supports teaching and learning
- Leverages the power of technology to provide educators with access to data, content, resources, expertise, and professional learning experiences that enable and inspire more effective teaching to support personalized learning
- Leads the design and implementation of a division-wide technology plan
- Leads and evaluates the performance of teams responsible for application development and support, network and server operations, data and communications, computer services and records management
- Directs the administration of network security policies, activities, and standards, including defense against security breaches and vulnerability issues
- Improves process automation and data utilization strategies to provide meaningful data to drive decision making
- Manages the department budget to ensure alignment of resources and evaluates technology purchases that are cost-effective and maintain our 1:1 technology program and infrastructure
- Directs the customer service desk and desktop support team
- Develops scope of work for all technology Requests for Proposals and any additional technology related procurements
- Provides an integrated infrastructure that is reliable, accessible, and efficient (inclusive of network, hardware, and software) ensuring a seamless learning and working process
- Provides technical information and recommendations supporting the planning, design and construction, and renovation of school facilities
- Provides high-quality customer service and maintains collaborative working relationships with other members of departments, school personnel, students, and parents, and commits to meeting the expectations and requirements of internal and external stakeholders
- Engages in on-going professional development to keep current in emerging technologies
- Performs other duties as assigned

Qualifications:

- Master's Degree with specialization in Business Administration, Information Systems, or a related field required

- Minimum of five years of successful management experience supervising the operations and staff of an IT department; urban school division experience preferred
- Experience with technology funding sources preferred
- Knowledgeable in Google Suite
- Excellent organizational and presentation skills
- Ability to work independently and possess effective decision-making skills
- Bilingual/fluency in Spanish preferred