



For the future of every student

CLASS TITLE: EXECUTIVE DIRECTOR, TECHNOLOGY SERVICES

BASIC FUNCTION:

Under the direction of the Assistant Superintendent, Business Services, the Executive Director of Technology Services is responsible for ensuring that educational technology services needed for 21st Century classroom instruction is provided and supported for all schools within the District. The executive director serves as both a technology and business expert and exercises leadership in formulating technology and operational strategy and developing and recommending longterm technology direction for the District. The executive director is responsible both for ensuring a comprehensive state-of-the-art technology and information services infrastructure and for the establishment and formalization of District process control systems focused on continual service improvement and the achievement of operational excellence. Assignments are broad in scope and allow for a high degree of administrative discretion in their execution

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Responsible for both immediate and long-range strategic information systems requirements. Operate core information technology resources and services and manage the centralized aspects of those resources necessary to support the business and educational mission and priorities of the District. This includes long-term planning and delivery of services in the area of information systems, software applications, data center operations, telecommunications and broadcast systems, virtual learning and remote operations, and comprehensive client support and services.

Provide strong, collaborative, innovative, and responsive vision and leadership in the development, management and maintenance of technology programs/services and District-wide process improvement structures, ensure the formulation of strategies that enhance operational effectiveness, accelerate student achievement, and address both immediate and future needs and services.

Advise the Executive Team, administrators and staff on technology requirements, projects, operational changes, and service level objectives, inform senior management of potential problems before they occur and ensure that information technology resources and services are aligned with the mission and strategic priorities of the District.

Lead the development of an internal governance framework that defines the processes, controls and metrics used to manage the implementation and use of technology and the achievement of operational excellence; develop and implement the policies, procedures and planning required to formalize and ensure persistent adherence to the defined governance framework.

Identify opportunities for the District to improve operational efficiency and effectiveness through process automation/re-engineering and the leveraging of cross-divisional strengths to take advantage of new opportunities and/or to address organizational challenges; coach, develop, and assist the cabinet and leadership team in process improvement with an emphasis on developing capacity in strategic analysis/planning, operational performance metrics, and process documentation.

Plan, organize, and manage all day-to-day operations and services of the Technology Services department; analyze and evaluate district-wide technology needs; provide recommendations and assist in developing

long-range plans regarding improvement and modernization of the District's hardware, software, databases, networks, communication systems, and applications.

Serve as a steward for data used to support determinations, judgments, and courses of action for the District. Analyze and compile data to provide a comprehensive information system that can be used to solve problems and in decision-making.

Interpret data and trends to make projections, inform decisions, and make recommendations on a variety of business, technology, and operational matters.

Design and implement business operations strategies, governance structures, and administrative procedures. Manage employees and teams charged with delivering District operations.

Provide collaborative leadership, planning and oversight for operational processes within the District. Maintain District standards of excellent customer service and professional behavior in various and sometimes challenging situations.

Collaborate with leadership team in setting District vision and operational strategy and translating strategy into actionable goals, operational standards, and benchmarking for functional areas to ensure contribution and success to the overall District's vision, objectives, and deliverables.

Participate on a variety of boards and commissions; attend and participate in professional group meetings, staff development and in-service training programs; stay abreast of new trends and innovations in the field of technology and strategic operations.

Collaborate with instructional and administrative staff to determine district-wide technology needs; recommend and implement new and innovative technology with the goal of enhancing and streamlining operations and accelerating student achievement.

Prepare oral presentations and written reports to provide the Superintendent and Governing Board with relevant and timely data and information.

Establish adequate systems of protection for district network systems. Determine access and security levels of users for information management.

Train, assign work and projects, and provide direction to assigned personnel; supervise and evaluate performance of assigned personnel; determine work priorities.

Develop, track and control the annual operating budget for Technology Services department; manage and monitor the department's finances and resources in a responsible manner.

Assist in the development of bid specifications, quotes and contracts for technology purchases and services.

Develop and prepare training materials and participate in user training workshops to present new systems, features, and enhancements; provide one-on-one training as needed.

Other related duties as assigned that support the overall objective of the position.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles and practices of leadership, executive management, supervision and motivation.

Technology innovation, design, development, and implementation.

Organizational management, process improvement successes, strong financial acumen, successes leading complex contractual relationships, excellent understanding of customer behavior, and keen insights regarding technology and business trends.

Practices, procedures, and techniques involved in the design, set-up, development and modification of hardware, software, databases, networks, communication systems, and applications utilized by the District.

Customer relationship management and internal consulting concepts and practices.

Network security principles, practices, equipment, software, and trends.

Budget development, negotiating and contract management, and purchasing principles and procedures.

Business operations and process documentation, re-engineering and improvement.

Project management practices, techniques, systems and disciplines.

Applicable sections of the State Education Code, federal and other legal requirements and regulations pertaining to various areas including school district information systems, obligatory reporting, copyright law, data privacy, and eDiscovery.

Report writing and statistical record-keeping techniques.

Technological advances and emerging trends related to school district information systems.

District standards of excellent customer service, interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Establish and maintain effective and cooperative working relationships with District staff, community members, and vendors

Communicate respectfully and effectively with students, staff and the public.

Learn and incorporate new skills, techniques, and industry trends.

Plan, organize and manage the day-to-day operations and services of the District's Technology Services Department, including the development, design, installation, operation, analysis, maintenance and repair of hardware, software, databases, networks, communication systems, and applications.

Analyze, evaluate, research, recommend, and implement instructional and administrative technology and software based on the District's needs.

Demonstrate a track record of technology innovation, design, development, and implementation.

Set priorities and allocate resources to effectively meet the District's information technology needs in a timely manner.

Guide and direct the District's technological strategy by overseeing data, security, maintenance, and other internal business functions.

Ensure that current and future technology strategy aligns with the District's overall goals and strategic objectives and blend existing and emerging technology to provide the District with the best possible solutions for the future.

Support senior administration and leadership on key initiatives in areas of change management, strategic planning, and cross-functional integration.

Interpret and apply and explain federal, state, and local policies, procedures, laws and regulations, including District processes and Board policies.

Maintain confidentiality and discretion with sensitive information.

Supervise, organize, direct, motivate and evaluate the work of assigned staff.

Establish schedules and adhere to deadlines and timelines.

Work independently with little direction.

Communicate effectively in both verbal and written form.

Work successfully with diverse groups of people.

Handle all matters in a tactful, courteous, and confidential manner so as to maintain and/or establish good

public relations.
Maintain regular and consistent attendance.

EDUCATION AND EXPERIENCE:

Any combination of education, training and experience equivalent to a Bachelor's in computer technology, organization management or related technical field and five years of increasingly responsible experience as a leader in technology. Experience with educational technology in an instructional environment and director/manager experience are desired. A Master's degree in a related field highly desirable.

LICENSES AND OTHER REQUIREMENTS:

- Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information in person and on the telephone.

Seeing to read a variety of materials.

Sitting for extended periods of time.

Lifting, carrying, pushing or pulling computer equipment.

Approved by Personnel Commission:

08/25/2022