



Job Description
Prepared/Revised: January 2024

Job Title: **Director, IT Customer Service**
 Job Family: **Non-Certified**
 Pay Program: **Administrative**
 Work Year: **12 months**

Job Code: **090538**
 FLSA Status: **Exempt**
 Pay Range: **L19**

SUMMARY: Directs and oversees all aspects of the Information Technology (IT) organization’s customer service policies, objectives, and initiatives. Establishes policies and procedures that produce high quality customer service delivery and reflect industry best practices. Responsible for ensuring all end-user technologies in classrooms, offices, and other learning spaces function properly. Ensure successful access and operation of end-user applications in instructional and operational areas such as assessment, online curriculum, and key business processes across all departments. Directs strategy and service in the areas of IT device fleet services, ITSM application, IoT systems, audio visual, and other end-user technologies; device life-cycle management; instructional technology integration; customer-facing software and cloud technologies; learning applications; communications applications; cybersecurity and data privacy. Responsible for daily supervision of technical and customer service IT staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Strategic Leadership: Direct IT Service Desk, Field Engineering team, Print Studio, , technology coordinators at schools, and contractors to ensure the vision and needs of District and school leadership are supported through customer service strategies, technology architectures, project plans, systems standards, fleet lifecycle management, and deployment/upgrade strategy. Supervise, develop, coach, and evaluate direct and in-direct reports in an effort to deliver high quality customer service. Ensure all customer-facing and other technology aligns with the District’s strategic plan, conforms to district standards, and complies with policy and law.	D	15%
2. Technology Architecture: Develop and implement strategic roadmaps for district-wide end-user technology as district needs shift requiring the District to adapt to new computing frameworks, including but not limited to virtual workstations, mobile client computing, and cloud-based platforms. Develop technology strategy in collaboration with Learning Services and other departments to support new end-users technologies including applications, platforms, infrastructure, system maintenance, and support services.	D	10%
3. Cybersecurity and Systems Operations: Ensure District systems and services are in compliance with cybersecurity standards and performance parameters established by the IT team and industry experts, with respect to, system uptime, security updates, system configuration, deployment preparation, and fleet management. Provide strategic guidance in collaboration with multiple stakeholders in order to identify, procure, and deploy technologies which lead to end-user privacy, monitored work and learning environments, and accountability. Ensure that system downtime is reduced/eliminated through process improvement while complying with department and district standards. Ensure system operations including implementation, maintenance, monitoring, and replacement are all conducted in conformance with department standards.	D	15%
4. Change Management: Responsible for successful change management of district-wide, customer-facing field technology rollouts. Ensure business and education processes successfully adapt to evolving needs. Collaborate with the district leadership team, including Learning Services leadership and principals to develop strategies and onboard new technologies.	D	15%

5. Customer Service: Develops service level standards focused on reducing response times and providing high customer satisfaction. Ensures systems are in place and utilized to capture and report on service metrics, including any customer feedback or trends in product or service issues. Ensure tickets are addressed in a timely manner and align with IT customer service standards and guidelines. Ensure managers are training team members using successful customer service methods and fostering an easily adoptable culture of knowledge retention/sharing, process improvement, and performance measurement.	D	15%
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6. Collaboration: Responsible for the successful collaboration with other parts of IT Infrastructure and ITLS teams. Aligns customer service activities and initiatives to support and enhance the objectives of the District. Lead cross-departmental teams to achieve high quality, sustainable, secure, and efficient systems for customer-facing technologies. Ensure a minimum of downtime and maximized potential for supporting learning and business operations. Ensure high quality, daily collaboration with the STI team to ensure device fleets and other instructional technologies are in their best state possible for critical district processes, business events, and instructional needs. Participates in IT departmental leadership and strategic planning processes.	D	15%
7. Process Improvement. Responsible for ensuring all field technologies and expenditures are appropriately funded and maintained through capital plans and operations budget. Responsible for providing IT leadership and other stakeholders with plans and regular reports regarding device fleet readiness, prioritizing demand and operational capacity, adapting team structures, and ensuring the cost-effectiveness of deployments. Collaborate with key district stakeholders, consultants, vendors, governmental partners, and auditors to continuously improve processes and services. Maximize opportunities for securing grants, reimbursements, and other financial support from federal, state, and other sources to maintain the resiliency of technology infrastructure.	D	10%
8. Perform other duties as assigned.	Ongoing	5%
TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- Bachelor’s degree in computer science or related major or related work experience.
- Advanced degrees such as Master of Business Administration (MBA) or Master of Computer Science Preferred.
- Minimum of five (5) years of experience in IT leadership, preferably in the K12 or education vertical.
- Minimum of ten (10) years of experience as an end-user IT technology architect.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Subject matter expert in IT support, fleet systems management, and technology integration leadership.
- Demonstrated history of advanced customer service, communication, and interpersonal skills.
- Significant experience managing diverse IT teams supporting K-12 Education in mid to large-sized districts, preferred.
- Advanced knowledge of industry best practices relative to IT management including methodologies, frameworks and standards such as ITIL, ISO 9000, Six Sigma, etc. Advanced expertise in IT Project Management and enterprise technology implementation.
- Ability to promote and follow Board of Education policies, District policies, building and department procedures.
- Ability to engage in effective communication, collaboration, and teamwork with individuals from diverse backgrounds, cultures, and perspectives, while demonstrating respect and appreciation for their differences.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cybersecurity with respect to student and staff data, and related information systems.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Office productivity applications, Student Information Systems, Enterprise applications, and other IT applications.
- Specialized project management, diagramming and software: Visio, SmartSheet and Web tools.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Chief Information Technology Officer	060301

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	Manager of Field Operations	1	090528
	Manager, Printing Services	1	5038
	Manager, Service Desk	1	101124
	Systems Administrator, Journey	2	090516
	Systems Administrator, Senior	3	090517

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- Responsible for developing and managing the IT operations and capital budget for the entire district as it relates to systems, staff and services under the purview and scope of the Field Engineering team
- Responsibilities also include approving purchases and reallocations in budgets, and conferring with other IT and ESC managers and directors regarding District-wide information technology budgets.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands and fingers to handle and/or feel				X
Reach with hands and arms		X		
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk			X	
Hear			X	
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds			X	
Up to 50 pounds	X			
51 to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze				X
Communicate				X
Copy		X		
Coordinate		X		
Instruct		X		
Compute				X
Synthesize		X		
Evaluate			X	
Interpersonal Skills			X	
Compile				X
Negotiate	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			

Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	