TRAVIS UNIFIED SCHOOL DISTRICT

Reaching beyond the boundaries to build a community of learners.

TITLE: Director Technology Services **CLASSIFICATION: Certificated/Classified Management**
DEPARTMENT: Technology Services

BASIC FUNCTION AND RESPONSIBILITY:
Under the direction of the Assistant Superintendent of Educational Services, the Director of Technology Services is responsible for creating and maintaining the vision, leadership and budgets for the Technology Services Department to create an environment in which advanced technology supports all aspects of District business and educational endeavors.

The Director of Technology Services provides leadership in the planning and organization of District technology services and activities; coordinates, develops, installs and maintains hardware, software, and information and communication systems throughout the District; serves as a technical resource and coordinates technical support for District personnel; instructs, supervises and evaluates the performance of assigned personnel.

ESSENTIAL JOB FUNCTIONS:
Duties may include, but are not limited to:

- Oversees all daily activities of the Technology Services Department, including the development and monitoring of the technology budget, IT staff, and tracking of projects, goals, work completion, and strategic planning for the department. Provides technical expertise, leadership and assistance to department employees and ensures the timely and efficient maintenance and coordination of District technology and information systems.
- Oversees the network infrastructure, installations, including setting and measuring of technology goals/objects, managing technology staff workload, mentoring, performance evaluation, and corrective action as necessary.
- Provide technical expertise, information and assistance to the Executive Cabinet, Directors and other designees regarding assigned functions; advise appropriate stakeholders of trends related to technology and recommend appropriate action; participate in developing policies, procedures, strategies, systems and long and short-term goals to assure the effectiveness and operational efficiency of the department services.
- Oversee the diagnosis, repair and testing of technology services equipment and software for the purpose of maintaining integrity and reliability of district technology services.
- Analyze, design, test, and evaluate network systems, such as local area networks (LAN), wide area networks (WAN), Internet, intranet, and other data communications systems. Perform network modeling, analysis, and planning. Research and recommend network and data communications

hardware and software and work with Educational Technology staff who deal with curriculum, teachers, staff and students.

- Work collaboratively, both inside and outside the department, to ensure information technology industry best practices are adopted and used; Communicate with other administrators, personnel, and outside organizations to coordinate activities and programs to solve issues and conflicts and exchange of information.
- Manage network and server utilization, troubleshoot Internet/network problems, including Internet, email and website content filters; Administer web services, including policies, systems, and procedures, security and administration.
- Promote effective use of evolving District network capabilities and tools; Maintain an awareness of Security, Surveillance, and Access systems; technological innovations and promote the effective and efficient utilization of a wide variety of equipment as it relates to technological advances.
- Participate in the development of the District's multi-year technology plan
- Ensure that staff receives appropriate professional development resulting in increased skills and ability to perform required services; develop and cultivate strategic relationships with internal and external partners to assure optimum system and end-user performance; work with educational technology staff to evaluate, learn and implement new technology and train department and/or school staff in its proper use.
- Establish timelines for the upgrading of administrative information and communications equipment and software. Direct the preparation, deployment or implementation and maintenance of a variety of technology equipment or projects.
- Perform economic and technical feasibility studies for new hardware and/or software; develop equipment specifications for administrative computer applications.
- Maintain the District website, email systems and user accounts; operate computer and multimedia equipment and assigned software programs; operate other office equipment as assigned.
- Monitor and evaluate the scheduling of computer installations, maintenance, and repairs of administrative computers and related equipment.
- Develop and administer the Technology Services budget, including forecasting of future needs in staffing, equipment, materials, and supplies; analyze and review budgetary and financial data; approve requisitions for computer hardware, software, and supplies and prepare purchase requisitions.
- Provide vision and leadership to assess potential areas of opportunity in which technology can facilitate delivery of District services and programs, enhance operational effectiveness, and accelerate student achievement.
- Develop and maintain effective communication and working relationships with administrative departments and schools.
- Perform computer and network forensic examinations and investigations in support of internal investigations and intrusion incidents, with responsibilities including digital evidence preservation, analysis, data recovery, electronic mail extraction, and database examination.
- Participate in the overall planning and direction of the District functions and services related to educational and information technology; advise the Superintendent's Cabinet regarding use of resources, priorities, program opportunities and methods to enhance the delivery of programs, and create an effective environment and understanding of technology for team members
- Coordinate and supervise the preparation and scheduling of work orders; maintain work order system; analyze and modify activities in response to District technology and electronic needs; monitor progress of help desk tickets and projects; inspect and evaluate completed tickets and projects for accuracy and completeness.
- Perform other duties as assigned

ADDITIONAL JOB FUNCTIONS:

Work collaboratively with Educational Services staff to provide support for the instructional programs, curriculum, and assessment requirements for school sites

EMPLOYMENT STANDARDS:

Essential Job Requirements - Qualifications

Bachelor's degree from an accredited college or university.

Combination of formal education, training, and on-the-job learning involving the operation, installation, configuration, maintenance and repair of computer systems, networks, databases, network related security, and related hardware/software peripherals.

Experience organizing work and managing the work of others.

REQUIRES ABILITY TO:

- Plan, organize, lead, and direct the District's Technology services program.
- Collaborate with teachers and administrators to improve teaching and learning through the use of technology.
- Plan and prioritize work in order to meet schedules and timelines
- Provide leadership in the development of information management systems and educational technology applications for instructional and administrative purposes
- Interpret, apply and explain rules, policies, and procedures; establish and maintain cooperative and effective working relationships with others.
- Understand and carry out oral and written directions
- Communicate effectively both orally and in writing
- Work with increasingly complicated situations in a variety of settings, often requiring tact, diplomacy, patience, courtesy and persuasion to achieve results
- Establish and maintain effective work relationships with those contacted in the performance of required duties

LICENSES AND OTHER REQUIREMENTS:

- Valid California driver's license and personal vehicle

PHYSICAL DEMANDS

The physical requirements indicated below are necessary to perform the essential job functions. Reasonable accommodation will be made to enable a person with a disability to perform these functions.

- Sufficient vision to read printed material, and to identify and distinguish objects
- Sufficient hearing to hear conversations in person and on the telephone, and hear sounds clearly up to 5 feet
- Ability to speak in an understandable voice with sufficient volume to be heard in normal conversation and on the telephone, and in addressing groups

- Ability to exert up to 20 pounds of force to lift, carry, push, pull, or otherwise move objects.
- This type of work requires occasional or frequent standing, walking, sitting, or reaching for extended periods of time
- Sufficient manual dexterity and/or mobility to grasp and/or manipulate objects, operate office equipment, and move about the work area and between work sites
- Employees in this classification work in a standard office environment with occasional movement outdoors between buildings