

DIRECTOR - INFORMATION TECHNOLOGY SERVICES**DEFINITION**

Under supervision of the Chief Operations Officer, the Director of Information Technology Services is responsible for the overall direction and daily operation of the Information Technology Services Department. Leading a team of IT professionals, the Director serves as a strategic partner with schools and other departments to ensure effective and efficient operational support of all FCUSD managed IT infrastructure. The Director serves as a hands-on leader of the department with a commitment to staff development, collaboration, and open communication. The Director ensures that policies, procedures, and practices follow industry standards with a focus on student success, customer service, data security, operational efficiency, and sustainability.

QUALIFICATIONS:

- **Experience:** Minimum five years of management or supervisory experience in Information Technology with an emphasis in the development, installation, and maintenance of information systems.
- **Education:** Completion of a Bachelor degree in a computer related field or equivalent experience and training; or successful completion of computer operations courses in a private or technical school, with strong emphasis on the above qualifications.
- **Other:** A valid California driver's license

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Align department goals and work with the District vision and strategic plan.
- Establish efficiency and efficacy standards, providing recommendations for improvement of IT infrastructure.
- Oversee security of systems, networks, and enterprise information.
- Maintain and evaluate essential process and procedures, including cyber security, data retention, backup regulatory compliance, and recovery.
- Develop and maintain the standardization of procedures for the documentation of all the District Information Systems components.
- Manage and evaluate assigned staff to ensure the achievement of functional objectives.
- Plan, develop, and coordinate the implementation of effective and efficient operation support for all District managed IT infrastructure used to support instructional, administrative, and student services processes across the district.
- Manage IT projects and create and/or review IT project plans.
- Define and plan resource needs, reviews, and recommends solutions and manages assigned deliverables.
- Coordinate analysis, training, and consulting for successful use of technology systems. Assists system users and departments in the preparation of operational procedures and documentation for systems.
- Manage financial aspects of the IT department including: purchasing, budgeting, and budget review.
- Represent the District in matters regarding Information Systems and Technology support with other agencies.
- Serve as a technical resource for E-rate and the RFP process and implementation of new systems aligning services integrations with IT standards.
- Manage and ensure conformity with all IT licensing and contractual agreements.
- Act as main point of contact for facilities department for the design, implementation, and delivery of new IT projects.
- Perform other duties as assigned.

KNOWLEDGE:

- Successful experience and leadership in administering a technology department.
- Strong understanding of computer systems, networks, security, telecommunications, and storage systems.
- Principles of organization, management, systems analysis, budgeting, and supervision.
- Principles of contracts, public purchasing, research, and cost analysis.
- Advanced knowledge of troubleshooting computers, mobile devices, peripheral, and networking devices.
- Strong understanding of video surveillance and access control systems.

ABILITIES AND SKILLS:

- Develop conceptual frameworks and apply state-of-the-art technology to the design and management of network infrastructures.
- Lead large IT projects, including the design and deployment of new IT systems and services.
- Monitor network trends and anomalies and make adjustments as required.
- Perform business and functional analysis to reach sound conclusions regarding customer requirements and efficient, cost-effective network systems and technology solutions.
- Responsible for administration and oversight of all District and department technology-related budgets, including ensuring purchases comply with District's instructional and operational standards and requirements.
- Responsible for researching, making recommendations, and overseeing District's select technology-related grant programs; ensuring success with stated goals and compliance with grant requirements, including the federal E-Rate program.
- Read, interpret, and utilize complex technical publications, manuals, and other documentation.
- Identify data communication and information management issues and opportunities, analyze problems and alternatives, and develop sound conclusions and recommendations.
- Prepare clear, concise, and accurate program documentation, reports of work performed, and other written materials.
- Conscientiously preserve the confidentiality of all proprietary and confidential data and information residing in the district, in accordance with departmental and district policy, and state and federal laws.
- Plan, organize, and complete projects efficiently and in accordance with district quality standards while troubleshooting unexpected system problems.
- Work cooperatively with customers in a responsive, helpful, courteous, and tactful manner.
- Communicate clearly and concisely, both orally and in writing.
- Exercise sound independent judgment within general policy guidelines.
- Establish and maintain effective working relationships other ETIS team members, managers, administrators, end users, and others contacted in the course of work.
- Work respectfully with users who process a wide variety of technological skills.
- Plan, coordinate, and direct the work of subordinates.
- Establish and maintain effective working relationships with school administrators, district staff, and employees.
- Strong interpersonal, communication, and leadership skills
- Ability to manage and prioritize tasks and projects
- Excellent analytical and problem-solving skills
- Ability to read and understand construction Blueprints and Plans
- Team oriented

PHYSICAL REQUIREMENTS:

Physical abilities include the usual and customary methods of performing the job's functions and require the following physical demands: occasional lifting, carrying, pushing and/or pulling; some climbing and balancing, some stooping, kneeling, crouching; reaching, handling, touching and/or feeling; manual dexterity to operate a telephone and enter data into a computer.

Significant physical abilities include: ability to sit at a desk, conference table, or in meetings of various configurations for extended periods of time; see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, computer screens and printouts; hear and understand speech at normal room levels and hear and understand speech on the telephone; speak in audible tones so that others may understand clearly in normal conversations.

WORK ENVIRONMENT:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate.
- Employees in this position will be required to work indoors in a standard office environment and come in direct contact with district staff and the public.