CHIEF TECHNOLOGY OFFICER

Reports to: Associate Superintendent, Administrative Services
Division: Administrative Services

Our ideal candidate
You are an expert in designing and implementing technology systems that deliver exceptional customer service, robust infrastructure, and expanded technical expertise. You craft innovative, efficient, and scalable solutions that enhance internal operations, and support teaching and learning. You bring urgency, creativity, and a passion for delivering impactful, practical, and innovative solutions that drive organizational success. With exceptional communication skills and a collaborative approach, you work seamlessly with diverse stakeholders to build consensus and develop effective policies and systems. You mentor and inspire teams to deliver outstanding technical leadership and service.

General description
Under administrative direction, the Chief Technology Officer (CTO) leads the Information Technology Services Department in providing a range of technology support to SBCEO departments, including help desk support, network infrastructure, cybersecurity, application development, and audiovisual services. Serves as a Cabinet-level advisor and resource to the County Superintendent and SBCEO and school district staff regarding all aspects of information technology services. The CTO ensures that technology services are delivered with a customer-focused, responsive and proactive approach, and is seen as a fundamental partner for all divisions and departments at SBCEO. The CTO collaborates with local educational agencies throughout Santa Barbara County by coordinating and facilitating countywide network meetings, providing resources including those from state-level networks, and leading discussions on best practices.

Specific duties and responsibilities
- Provide strategic leadership and direction for all technology operations and services, ensuring secure, scalable, and cost-effective solutions that align with SBCEO goals, support educational and administrative needs, and deliver measurable value to stakeholders.
- Oversee the design, building, implementation, enhancement, and maintenance of a secure, reliable, and scalable technology and multimedia infrastructure.
- Foster a culture of customer-focused service and continuous improvement by leading strategic initiatives, supporting ongoing technology programs, and ensuring training resources for all users.
- Lead, manage, and develop technology staff by providing clear direction, regular feedback, evaluation, and support.
- Foster the professional growth of IT department staff through coaching, mentoring, and targeted training and development opportunities to build a high-performing, engaged team.
- Collaborate and partner with SBCEO divisions and departments to align technology initiatives with instructional goals, operational improvements, and enhanced stakeholder experiences.
- Establish and maintain collaborative partnerships with local school districts to expand technical expertise and share practices.

CHIEF TECHNOLOGY OFFICER

- Oversee the development and enforcement of policies, procedures, and standards to ensure compliance with applicable laws, regulations, and best practices.
- Direct the review and analysis of organizational business processes to ensure effective technology support.
- Maintain expertise on emerging technologies and industry trends in order to recommend innovative solutions and ensure SBCEO remains at the forefront of effective practices.
- Oversee telecommunications, hardware/software procurement, network design, and implementation.
- Provide leadership and oversight for the design, development, implementation, and maintenance of custom software applications and systems, ensuring they meet organizational needs, adhere to best practices, and integrate seamlessly with existing infrastructure.
- Oversee the development of scope of work and specifications for outsourced work and product purchases related to equipment, hardware, and services; the evaluation and recommendation of service providers and vendors; and administration of a variety of professional service contracts.
- Serve as the primary advocate and advisor on technology matters, representing SBCEO with partner organizations, community stakeholders, and statewide committees.
- Develop and manage technology budgets, optimizing resources while ensuring delivery of strategic priorities.
- Perform related duties as assigned.

Requirements
A typical way to qualify for this classification would be:

Education: Bachelor's degree in information technology, computer science, educational technology, or related field; master's degree preferred.

Experience: Five years of experience managing information technology in a complex, service-oriented organization that included responsibility for at least four of the following functions: user support, network infrastructure and connectivity, telecommunications, security, system administration, systems integration, and application development.

Public sector and/or education experience is desirable. Experience collaborating with curriculum and instruction teams to support educational technology initiatives is preferred.

Equivalent combinations of training, education, and experience that provide the required knowledge and abilities will also be considered.

Knowledge of:
- software development, IT infrastructure, cloud computing, DevOps, office automation, artificial intelligence, and user experience design
- current and emerging technologies, data privacy, and security practices, principles and practices of cybersecurity

CHIEF TECHNOLOGY OFFICER

- business systems analysis
- principles, practices, and technology associated with audiovisual and multimedia services
- principles and practices of staff management and budget development and administration
- principles and practices of project management
- strategic planning
- principles and practices of process improvement and continuous improvement
- role of information and educational technology in an educational agency

Skill in:
- public speaking and presentation
- oral and written communication

Ability to:
- engage stakeholders at all levels to identify and implement innovative practices and strategies
- explain technical concepts clearly and succinctly to diverse audiences, fostering collaboration and alignment
- learn County Education Office organization, operations, policies, mission, vision and values
- establish and execute goals and objectives
- prepare a wide variety of written documents
- gather and analyze data, reach sound conclusions, and adopt reasonable courses of action
- interpret and apply laws, regulations, rules, and policies
- stay current on legislation, practices, systems, and trends affecting information technology
- initiate, plan, and execute projects
- make effective presentations to a wide range of audiences
- work independently and as part of a team
- maintain effective working relationships at all levels of the organization, IT colleagues in districts and other agencies, vendors, and others
- represent department and SBCEO effectively with internal and external contacts
- lead and work effectively with groups to accomplish goals and consistently meet timelines
- build and sustain a high-performing team
- operate a computer and other office equipment and related software programs

Licenses and certificates
Possession of a valid California driver's license and the use of a dependable vehicle are required. These requirements may be waived if the incumbent is able to perform their duties efficiently using alternative means of transportation.

Working conditions
This classification is considered generally sedentary. Most work is performed while sitting at a desk and usually involves extensive use of computers, telephones, and other office equipment.

CHIEF TECHNOLOGY OFFICER

Strenuous physical activity, such as lifting and carrying heavy objects, crawling, or stooping, is not generally associated with this classification. This classification is not typically exposed to significant safety hazards.

The work of this classification is performed in a typical modern office environment. Local travel to a variety of locations, as well as occasional overnight travel, is required. Occasional attendance at evening and weekend meetings and events is also required.

Management salary range 31

Approved by the Personnel Commission: July 18, 2025