

ONTARIO-MONTCLAIR SCHOOL DISTRICT
DIRECTOR OF INFORMATION SERVICES

POSITION DEFINITION

Under the direction of the Chief Business Official, the Director of Information Services is responsible for the overall planning, development, implementation, and maintenance of the District's information technology infrastructure and systems. This role will ensure the Information Services department effectively supports the District's educational goals and objectives, while maintaining a secure and reliable technology environment. OMSD is a learning organization therefore all educational partners share responsibility to educate all students and employ culturally appropriate and sustaining practices that support student learning.

WORK CALENDAR YEAR: 260 work days

EXAMPLES OF DUTIES/RESPONSIBILITIES

1. **Leadership in Technology Integration:** Provide leadership and vision for the integration of technology into all areas of school district operations. Collaborate with educational leaders to assess technology needs, ensuring systems are in place to support critical business functions and instructional goals.
2. **Strategic Planning:** Develop and implement a comprehensive technology strategic plan that aligns with the district's mission, vision, and goals.
3. **Infrastructure Management:** Oversee the design, implementation, and maintenance of the district's technology infrastructure, including hardware, software, networks, and data centers
4. **Stakeholder Collaboration:** Work with the Superintendent, Cabinet, and school leadership to address district-wide technology needs. Lead the development and execution of a technology plan that involves all stakeholders, ensuring the District's strategic objectives are met through the effective use of technology.
5. **Business and Educational Technology Support:** Facilitate the integration of technology tools, platforms, and resources within all district operations, including instructional and business environments. Support professional development for staff to ensure effective utilization of technology in both areas.
6. **Cybersecurity:** Oversee the implementation of robust cybersecurity measures across the district's networks and systems to ensure the protection of sensitive data. Develop and enforce data privacy policies and disaster recovery plans that align with state and federal regulations.

7. **Data Management:** Establish and maintain data governance policies and procedures, ensuring data accuracy, security, and compliance with relevant regulations.
8. **Technology Resource Management:** Manage district-wide technology resources, ensuring that equipment, software, and network systems are current and operational. Oversee the District's technology budget and ensure the efficient allocation of resources.
9. **Help Desk Support and Ticket Management:** Oversee the district's help desk system to ensure that all technology-related issues and requests are addressed efficiently and resolved promptly. Work closely with Information Services (IS) staff to follow up on outstanding tickets and provide additional support as needed. Establish clear processes for tracking and prioritizing requests, and keep staff informed to ensure a timely resolution of issues.
10. **Artificial Intelligence (AI)-Driven Innovations:** Explore and implement AI solutions that enhance district operations, improving efficiency and introducing new capabilities to support business processes and instructional needs.
11. **Staff Management:** Recruit, hire, train, and supervise Information Services staff, ensuring they have the necessary skills and resources to meet the district's technology needs.
12. **Budget Management:** Develop and manage the Information Services budgets, ensuring efficient allocation of resources and cost-effective solutions.
13. **Vendor Management:** Negotiate and manage contracts with technology vendors and service providers.
14. **Policy Development and Implementation:** Develop and oversee the implementation of policies related to the use of technology across the district, ensuring compliance with relevant laws and best practices for both business and instructional systems.

OTHER DUTIES

1. Monitors trends, developments, and best practices in information and telecommunications technologies and evaluates their applicability to District operations.
2. Prepares and reviews statistical reports for a variety of purposes; directs the maintenance of department files and records.

QUALIFICATIONS

Knowledge of:

1. Principles, practices, and techniques of information systems management, including network and applications design, hardware and software options for business and school administration applications, and systems alternatives.

2. Network architectures, theory, and principles of local and wide area enterprise network design and integration, including topologies and protocols; principles and practices of advanced network administration.
3. Principles and practices of database design and administration.
4. Systems analysis methods and techniques.
5. Methods and techniques of project management as applied to computer systems projects.
6. Methods and techniques applicable to long-range and strategic technology planning.
7. Operating principles, parameters, methods, practices, and limitations of mid-range computers, PCs, network hardware and devices, and related peripheral equipment.
8. Oversight and management of virtualized environments, optimizing resource utilization and ensuring cost-effective infrastructure operations.
9. Implementation and management of virtual machines (VMs), ensuring scalability, resource efficiency, and system reliability.
10. Management of enterprise-wide backup systems and Storage Area Networks (SAN), ensuring data protection, high availability, and disaster recovery readiness in compliance with industry best practices.
11. Deployment and management of Amazon Web Services (AWS) cloud infrastructure, including EC2, VPC, and storage solutions to support business operations.
12. Administration and maintenance of Microsoft Azure cloud environments, ensuring seamless integration, scalability, and secure cloud management.
13. Knowledge of principles and practices of public administration, including budgeting, purchasing, and maintenance of public records.
14. Researching methods and statistical analysis techniques.
15. Demonstration of principles and practices of effective management and supervision.
16. Knowledge of District human resources policies and procedures and labor contract provisions.

Ability to:

1. Plan, organize, integrate, and manage systems development, administration, and computer operations programs and services.
2. Identify information management issues and opportunities, analyze problems and alternatives, and develop sound conclusions and recommendations.

3. Assess client user technology requirements, set priorities, and allocate resources to meet needs in a timely manner.
4. Evaluate departmental programs and make recommendations for improvement.
5. Evaluate complex technology strategies and make sound recommendations that maximize return on investment.
6. Understand, interpret, explain, and apply District, state, and federal policy, law, regulation, and court decisions applicable to areas of responsibility.
7. Present proposals clearly and logically; communicate effectively orally and in writing.
8. 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 law.
9. Exercise sound, independent judgment within general policy guidelines.
10. Exercise tact and diplomacy in dealing with sensitive, complex, and confidential issues and situations.
11. Establish and maintain effective, customer-focused working relationships with all levels of District management, other governmental officials, vendors, employees, and others encountered in the course of work.

Education, Training, and Experience:

Graduation from a four-year college or university with a major in information systems, computer science, or a closely related field; and at least five years of progressively responsible information systems experience, at least three years of which were in a supervisory or management capacity. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

A valid California Class C driver's license, a good driving record, and the ability to maintain insurability under the District's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this job, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel, or operate computers and

other standard office equipment; and reach with hands or arms. An employee is frequently required to walk and stand and occasionally to lift up to 50 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands:

While performing the duties of this class, an incumbent is regularly required to use oral and written communication skills; read and interpret complex data, information, and documents; analyze and solve problems; observe and interpret situations; use math and mathematical reasoning; learn and apply new skills or information; perform highly detailed work on multiple, concurrent tasks; work under changing deadlines with frequent interruptions; and interact with managers, internal customers, employees, vendors, consultants, and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions and the noise level is usually quiet.

BOARD APPROVED: November 7, 2024