

**FULLERTON SCHOOL DISTRICT
CLASSIFIED PERSONNEL COMMISSION**

ASSISTANT DIRECTOR, INFORMATION TECHNOLOGY

JOB SUMMARY

Under general direction, plans, schedules, coordinates and supervises work activities in the IT and Technology Library Media Services work units, involving various technological devices and other related instructional technologies; supervises, manages, and evaluates assigned staff; participates in the development, planning, and implementation of departmental goals and policies; plans, develops and implements goals, processes and procedures for the IT and Technology Library Media Services Units.

DISTINGUISHING CHARACTERISTICS

The Assistant Director, Instructional Technology Support differs from other management classifications in that the incumbent plans, schedules, coordinates, and supervises work activities relating to the ordering, logistics and repair of instructional technology throughout the District. The incumbent is also responsible for planning, scheduling, coordinating, and supervising work activities relating to the Technology Library Media Services work unit.

SUPERVISION RECEIVED AND EXERCISED

The incumbent in this classification reports directly to the Assistant Superintendent of Innovation & Instructional Support and/or designee. The incumbent in this classification supervises and evaluates job performance of assigned staff (e.g., Computer Technician I and II, TLMA, TLMS, Logistics Specialist) in the IT (repair and logistics) and Technology Library Media Services (TLMS) work units.

EXAMPLES OF DUTIES - Duties may include, but are not limited to the following:

- Plans, schedules, coordinates, tracks, supervises, and evaluates work activities involving assigned departments including tracking staff certifications and training
- Ordering technology and consulting on technology purchases district-wide to ensure compatibility with district systems which includes maintaining site inventory and district inventory to consult principals and admin on site and department purchases, grade level equity, depreciation for refresh, etc. for district and site refreshes
- Responsible for tech support for major district events including some weekends and evenings
- Manage district and site software licenses (i.e. Apple GSX, Apple, Adobe, Microsoft, CAD, etc)
- Participates in the development, planning and implementation of departmental goals and policies and documentation of department procedures
- Ensures tech support for all district assessments including scheduling and maintaining district wide operating system compliance
- Plans, develops, implements and evaluates goals, processes and procedures for the IT and TLMS work units
- Plans, tracks and manages the budget for the IT and TLMS Units including significant budget transfers between sites/departments and IIS and open purchase orders
- Provides information to employees on accessing and managing the Mobile Device Management System, inventory, various Online Learning and Content Management Systems, digital content systems and instructional materials
- Manages the research and troubleshooting and initiates appropriate corrective actions related to technological services issues
- Reviews and manages the help desk ticketing database and repair calls and emails to ensure that all submitted issues are resolved and prioritized

- Establishes and maintains inventory of technological devices for the district
- Attends and participates in current professional development related to technology
- Communicates with principals to discuss plans, progress and issues related to various technological devices and instructional support and assigned technological staff
- Reading grants to ensure no district staff purchase technology that is not compatible with district systems - often leading to significant research into alternative technologies
- Performs other related duties as assigned.

EMPLOYMENT STANDARDS

Education: Graduation from high school or GED is required. Verifiable formal coursework or training/certificates (i.e., vocational, college, industry - Apple, Google, etc) in computer repair, educational technology, or a related field is preferred.

Experience: Five (5) years of work experience in performing diagnostic testing, repair and preventative maintenance on laptops, desktops, tablets, and other IT, Operating Systems (OS) such as Macintosh and Microsoft Windows, and related hardware, including one (1) year work experience in a lead capacity in the coordination of technology logistics and repair for 15 sites or more is preferred. Two (2) years experience in libraries or managing school district libraries preferred.

Knowledge of: current Apple and Microsoft Windows operating systems which includes applicable hardware and software, and other related networking equipment and peripherals; preventative maintenance and troubleshooting for OS (Macintosh, Windows, etc.) and IOS (mobile devices, iPads, etc.); current trends, technological advances and innovative practices as it relates to the field of IT and instructional technology; methods, techniques and practices of organization, prioritization, scheduling and dispatching technology support services; principles, methods, techniques and practices of supervision, training and performance evaluations and management; principles, techniques and practices of project planning/management, scheduling, tracking and monitoring; methods, tools and equipment used in the installation and service of current hardware and software; applicable computer software applications including Google Workspace (or current cloud-based educational and productivity suites) and internet-based software programs; computerized database management; basic arithmetic; intermediate to advanced spreadsheet knowledge; formal English grammar, spelling, punctuation and word usage; principles and practices of budgeting; principles, regulations and rules of workplace safety.

Ability to: research, troubleshoot, maintain and repair computers, tablets, mobile devices and other related hardware; effectively define issues, analyze problems, evaluate alternatives and arrive at logical decisions; effectively train, supervise, evaluate, motivate and coach staff; work well with minimal and general direction; effectively apply knowledge of current trends, technological advances and innovative practices as it relates to the field of instructional technology; effectively manage online databases; find new approaches to improve services; exercise ethical judgment; provide excellent customer service; establish reasonable timelines and meet set timelines; effectively communicate both orally and in writing with individuals, employees, groups of audience and the general public; understand, analyze and interpret professional journals, technical procedures, reports, directives and governmental regulations related to technology; operate personal computers, tablets, mobile devices, computer software programs and other peripheral devices; follow District's policies, regulations and rules; effectively establish and maintain harmonious working relationships with other employees, students, parents and the public; effectively and diplomatically handle complaints and disputes with composure and tact; self-motivate; effectively respond to change at work; effectively work in a team environment; effectively attend to detail;

effectively manage high workload, competing and conflicting demands, ambiguous assignments, interruptions and distractions; lift and move technological devices, materials and equipment; follow workplace safety principles, regulations, rules and practices; establish and maintain insurability to drive a District vehicle as part of the District's Pull Notice program; and comply with all mandatory district training requirements as part of pre-employment and on an annual basis.

License: Possession of a valid Class C California Driver's License and insurability to drive a District vehicle as part of the District's Pull Notice program is required.

Special Information:

- The availability of private transportation to travel between sites or locations or the operation of a District vehicle is required.
- All applicants are required to submit a recent (less than one month old from the recruitment closing date) DMV printout (H-6) showing their driving records for the past 10 years.

PHYSICAL STANDARDS

The work environment and physical demands of the position as described below are representative of those that must be met by an employee to perform successfully the essential functions of this position. Reasonable accommodations may be made to enable individuals to perform the essential functions of this position.

Work Environment: This position has direct contact with the public and other employees through telephone, electronic mail, chat and in-person, and thus requires the ability to effectively manage a high volume of work despite frequent interruptions. Negative interactions resulting from these contacts can create stressful situations that are a regular part of the work environment and the job responsibilities. While performing the duties of this job, the incumbent occasionally works near or with moving mechanical parts. The incumbent may work in cramped or restrictive spaces. The noise level in the work environment is usually moderate.

Physical Demands: Primary functions of the position require sufficient physical ability and mobility to work in an office setting, and occasionally in other work settings, as follows: to stand or sit for prolonged periods of time; to occasionally stoop, bend, climb, kneel, crouch, reach and twist; to lift, carry, push and/or pull objects up to 50 pounds without assistance; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to use hands or fingers to operate specialized diagnostic repair tools and equipment and to handle or feel objects or controls; to see within normal visual range and hear within the normal audio range, with or without correction; to communicate orally or in writing in order to exchange information with others; physical daily attendance at work is an essential requirement of this job class.

The information contained in this physical standards description is for compliance with ADA and is not an exhaustive list of duties performed. The individuals in this job class perform additional duties and additional duties may be assigned.

Personnel Action	Personnel Action Date
Adopted by the Personnel Commission	2/23/26
Revised by the Personnel Commission	3/23/26