ADMINISTRATION

DIRECTOR OF TECHNOLOGY SERVICES - CLASSIFIED MANAGEMENT

BRIEF DESCRIPTION OF POSITION

Brief Description of the Position:
Under the direction of the Executive Director of Facilities, Maintenance and Operations, the Director of Technology Services is responsible for directing all phases of district technology operations with a focus on technical support and network services; to manage, plan, and supervise data and voice networks (wired and wireless), desktops, laptops, mobile devices, and server infrastructure, and to coordinate assigned activities with other departments and outside agencies. This is a director level position responsible for the performance and work activities of assigned technology personnel.

MAJOR DUTIES AND RESPONSIBILITIES

- Manage, plan, and supervise wired and wireless data and voice networks, desktop computers, laptops, mobile devices, Chromebooks, servers, printers, and applications in a 1:1 environment.
- Oversees production and creation of district media content including training materials, district communications, district and site level websites and marketing materials
- Oversees and coordinates the successful implementation and ongoing support of the district's virtual academy
- Supervise, coordinate, and review the work plan for assigned staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.
- Assists and coordinates with districtwide test scheduling and device needs
- Ensures all required federal, state, and local plans, reports and documentation related to technology are accurately completed and submitted on time
- Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend appropriate service and staffing levels.
- Review, investigate, evaluate, and select new technologies for current and future instructional and business needs.
- Resolve difficult and complex problems with application, computer, server, and network infrastructure, and print devices through on-site analysis and effective utilization of technical staff, coordination with other district staff, and vendors.
- Select, train, and evaluate assigned staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- Create and enforce security standards. Attend and participate in professional group meetings; stay abreast of new trends and innovations.
- Other duties as assigned.

KNOWLEDGE OF

- Principles, practices, methods, and techniques of technology systems management.
- Principles and practices of operating systems and desktop software such as the Microsoft Office Suite.
- Desktop computers, tablets, laptops, Chromebooks, mobile devices, print devices, and relate security administration.
- Cisco data network design and operation to include, routing, switching, and security.
- Cisco voice network design and operation.
- Data and voice networking protocols including IP addressing.
- Windows server operating systems, file systems, and associated protocols, DHCP, DNS, SMB, NFS, NTFS, etc.
- VMWare or HyperV
- Principles of supervision, training, and performance evaluation.

ABILITY TO

- Oversee and manage operating systems, computers, tablets, laptops, Chromebooks, servers, print devices, Windows servers, virtual servers, and Cisco voice and data networks.
- Select, supervise, train, evaluate, and review work of assigned project staff.
- Manage multiple large scale complex projects. Serve as project manager on large implementation and analysis projects.
- Evaluate business and educational requirements and implement information technology solutions.
- Perform highly complex systems analysis duties.
- Design, configure, and test hardware and software problems. Troubleshoot highly complex hardware and software.
- Research and evaluate new technology in assigned area of responsibility.
- Troubleshoot and diagnose operational problems and articulate resolutions.
- Participate in the development and administration of goals, objectives, and procedures. Prepare clear and concise reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Research, analyze, and evaluate new service delivery methods and techniques. Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Interpret and apply federal, state, and local laws, codes, and regulation**s.**

EDUCATION AND EXPERIENCE

- Equivalent to a Bachelor's degree from an accredited college or university with major course work in a computer-related field.
- Additional years of qualifying experience may be substituted for education requirements.

- A minimum of four years or progressively responsible experience in supporting and managing data networks, VoIP, operating systems, desktop computers, tablets, laptops, servers, and virtual appliances, with at least two years in a supervisory capacity.

LICENSES AND OTHER REQUIREMENTS

Essential duties require, but are not limited to the following physical abilities (consideration will be given to reasonable accommodation, with or without the use of aids):

- Valid California Driver's License
- Sufficient vision to read printed materials and video display screens
- Sufficient mobility to stoop, reach, and move about
- Ability to lift computer and related equipment
- Capability to work with numerous interruptions
- Employment eligibility that may include fingerprints, TB, and/or other employment clearance

OTHER REQUIREMENTS

- Fingerprint clearance prior to employment
- TB clearance prior to employment

SALARY AND WORK YEAR

The Director of Technology Services will be placed on the appropriate step on the Classified Management salary schedule and be assigned a 12-month work year.