

TITLE: Director, Information Technology Support

QUALIFICATIONS:

1. A combination of training and experience in computer technology substantially equivalent to possession of a bachelor's degree or a Bachelor's degree in Computer Science, Computer Applications or related fields.
2. Minimum of five years successful experience in supervising client/server environment.
3. Knowledge of hardware and software in the client/server environment.
4. Strong analytical skills, self-motivated.
5. Ability to communicate both verbally and in writing, including presentation skills to diverse audiences.
6. Experience in supervising and evaluating personnel.
7. Such alternatives to the above qualifications as the Board may find appropriate and acceptable.

REPORTS TO: Executive Director, Business Services

SUPERVISES: Systems Analysts, Teacher-on-Assignment, Secretary

JOB GOAL: To provide leadership and direction in identifying the technological needs of the organization and developing and aligning the resources to meet those needs.

ESSENTIAL FUNCTIONS:

- *1. Develops procedures, guidelines and metrics for the selection, configuration, and performance analysis of network servers, operating systems and District supported applications; conducts bi annual analysis of performance and targets.
- *2. Initiates procedures and guidelines for monitoring, measuring and managing the workflow of the Help Desk and other technical support activities to promote efficiency and to ensure a high level of customer satisfaction in our user community.
- *3. Formulates appropriate security procedures, guidelines and recommendations to safeguard the operation of the network servers, operating systems and District supported applications.
- *4. Identifies the technical training needs of school-based and District level technology staff, data processors and others in the area of client/server operations, network operating systems and District supported applications; collaborates with the Staff Development Center and others in the design, implementation and evaluation of this training.
- *5. Researches and analyzes current technical trends and information; establishes appropriate procedures for testing and evaluating new technology that will allow the District to successfully meet its needs and priorities.
6. Provides input and technical expertise as a member of District project teams working to support school based and District level initiatives.

*Core Measures

OTHER RESPONSIBILITIES:

Performs such other tasks and assumes such other responsibilities as may be required by the Superintendent or supervisor.

PHYSICAL REQUIREMENTS:

Position requires exerting up to twenty (20) pounds of force occasionally and/or up to ten (10) pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Twelve month year. Salary as established by the Board.

ASSESSMENT:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on assessment of administrative personnel.

Adopted: 06-29-99
Revised: 04-16-02
Revised: 09-08-09