



DIRECTOR OF CUSTOMER & TECHNOLOGY SERVICES

Classification: Director Level II

Location: District Office

Reports to: Chief Information Officer

FLSA Status: Exempt

Employee Group: Executive/Managerial

The job description does not constitute an employment agreement between the district and employee and is subject to change by the district as the needs of the district and requirements of the job change.

Part I: Position Summary

Provides leadership and end-user support in the use and application of the information technology of the district for instruction and operations. They are responsible for management of department standard operating procedures (SOP) and related workflows for customer support, equipment asset management, deployment projects management, and help desk and site technicians.

Part II: Supervision and Controls over the Work

Serves under the direction and supervision of the Chief Information Officer. Is held responsible for results in terms of effectiveness of planning, policies, procedures, and programs, and for contribution to and achievement of district goals and objectives. Work is guided by, and must follow, federal and state law, policy direction of the School Board, and compliance with state and local regulatory agencies.

Part III: Major Duties and Responsibilities

Program Administration:

1. Provides guidance to administrators and staff to facilitate development and administration of information services technology plans.
2. Provides support in analyzing customer needs and identifying hardware and software solutions. Ensures that responses are consistent with the district's technology plan, technology policies, and department standard operating procedures.
3. Works collaboratively with the district administrators, program specialist, and school staff to plan for and integrate technology as an integral part of the instructional and operational programs.
4. Establishes and maintains on-going documentation and communication with principals, support service leaders, teachers, vendors, staff and the community to strengthen classroom and operational technology effectiveness.
5. Collaborates with school administrators and district leaders to support and advise on hardware deployment, equipment inventory, and coordination of department help desk staff and field technicians.



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6. Supervises help desk staff and field technicians, taking primary responsibility for, but not limited to, the customer service ticketing system, network user account management life-cycle management, equipment asset management and inventory/surplus systems and procedures.
7. Develops and manages annual technical and customer support training program for Help Desk staff and field technicians.
8. Develops and executes project plans for district and departmental-level technology deployment, repairs, inventory, and security.
9. Develop and maintain district and department standard operating procedures in coordination with department leadership.
10. Receives and manages inquiries concerning the district technology standards and operating principles. Refers inquiries as appropriate, or personally researches the inquiry, and prepares and communicates response. Tracks and assures timeliness of responses either individually or through coordination with others and approval of supervisor as detailed in department operating procedures.
11. Maintains current knowledge of national, state, and district policy and procedural requirements as they impact staff, students and families. Works closely with administrators, teachers, and support staff to advise on and assist in meeting such requirements. May assist in problem solving meetings with teachers and administrators. Conducts research into issues and programs as needed.
12. Designs and produces custom statistical reports, prepares graphic and data presentation materials. Assures security and protection of staff and student information and assessment information.
13. Participates in program evaluation to identify areas of strength and success as well as areas in need of new strategies and improvement.

Program Leadership: Assists and supports the Chief Information Office in the following:

1. **Planning and Programming:** Participates in discussions on evolving demands and expectations and the impact those demands, and expectations will have on assigned programs. Uses forecasting tools and techniques to predict future needs. Develops strategies and programs that respond effectively to anticipated needs and the changing profession.
2. **Financial Management and Strategic Planning:** Administers programs within approved budget parameters including allocation of staff resources. Participating in maintaining and evaluating financial reports.
3. **Standard Operating Procedures Development and Management:** Drafts standard operating procedures as necessary to ensure effective program goals and objectives and to assure effective operation of assigned programs. Establishes a system for periodic review of SOP's to determine when modifications are necessary for better staff accountability and effectiveness to advance the goals of the department and to serve the overall needs of the department and district.



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4. **Program Direction and Staff Supervision:** Assists in recruiting and assigning staff assuring that they possess the skills and experience necessary for achieving the high level of program delivery and customer service that is essential to a highly effective organization. Assessing, evaluating, and providing for training and professional development of subordinate staff. Creating communication, collaboration and coordination processes that assure all staff members are timely and effectively informed of department policies, procedures, issues, and guidance that their programs are expected to support.
5. **Program Evaluation:** Provides for continuous assessment of program effectiveness and/or changing needs. Participating in conducting a comprehensive assessment review of programs to determine their level of effectiveness and contribution to the mission of the department and to identify problem areas, areas of high success, and areas in needs of change. Preparing structured presentations to district leadership to share the program evaluation results.

Performs other duties as assigned.

Part IV: Minimum Qualifications

1. Must have successful experience in working with culturally diverse families and communities or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population.
2. Bachelor's Degree or equivalent in information technology, business, engineering, or related fields to include instructional technology. Related experience may be substituted for education on a year for year basis.
3. Minimum of five years of demonstrated high quality customer support leadership in technology.
4. Knowledge of current technology environments including telecommunications, networks, data base administration, programming, media, and desktops.
5. Strong project management experience and demonstrated ability to plan, organize, and manage programs and projects using industry standard tools and techniques.
6. Strong analytical and problem-solving skills and understanding of client-centered support and services.
7. Excellent oral, written, presentation, and interpersonal communication skills.
8. Ability to work both independently and cooperatively and to provide leadership to working teams.
9. Ability to organize work, set priorities, and meet deadlines. Ability to establish effective coordination and working relationships at all levels of the organization.



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10. Ability to remain calm, deliberate, and tactful in stressful and emotional situations.
11. Demonstrated supervisory ability.

Part V: Desired Qualifications

1. Direct experience in an educational setting.
2. Master's Degree or equivalent in assigned or closely related areas of study or specialized certifications in related areas.
3. Recent Information Technology Infrastructure Library (ITIL) framework certification and experience.

Part VI: Physical and Environmental Requirements of the Position

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

While performing the duties of this job, the employee is frequently required to sit, talk, lift, carry, move about, hear and speak. The employee must occasionally lift and/or move 25 to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The employee may sit or stand for longer than 2 hours at a time, may lift objects repeatedly, and may undertake repeated motions. Frequently works in temperature and environmentally controlled conditions.