![GISD logo]

Job Title:	Director of IT Operations and Budget	**Exemption Status/Test:**	Exempt
Reports to:	Asst. Superintendent of Technology	**Date Revised:**	June 2022
Dept. /School:	Technology and Information Systems		

Primary Purpose:

Provide leadership responsibility for all aspects of IT Operations and Budget. Assist the Assistant Superintendent of Technology with long-range IT Planning, Budget, and Strategic Initiatives. Establish processes and timelines for setting, managing, updating, and monitoring all IT standards for all IT components. Serve as the budget and fiscal manager for the Technology and Information Systems (TIS) department.

Qualifications:

Education/Certification:
- Master's degree in a related field with a maximum of five (5) years of experience
- Bachelor's degree in a related field with a maximum of ten (10) years of experience
- Associate's degree in a related field with a maximum of fifteen (15) years of experience
- Certified Educational Technology Leader (CETL) preferred

Experience:
- Minimum of five (5) years of experience in education with a focus on technical operations with a Master's degree **OR**
- Minimum of ten (10) years of experience in education with a focus on technical operations with a Bachelor's degree **OR**
- Minimum of fifteen (15) years of experience in education with a focus on technical operations with a Bachelor's degree
- Minimum of three (3) years of experience in a leadership and supervisory role required
- Minimum of three (3) years of experience working with technical applications/functions such as asset and inventory management, budget and fiscal management, and IT procurement preferred

Special Knowledge/Skills:
- Advanced skills in IT, leadership, communication, and conflict resolution
- Solid understanding of industry best practices and standards, including ITIL
- Proficiency required in developing return on investment (ROI)/Business Value models and managing the ongoing assessment of project delivery quality
- Ability to work effectively and collaboratively in a team environment and with employees at all levels/areas of the school district
- Capacity to promote and follow Board of Education and Superintendent policies and School and Department processes
- Ability to communicate, interact, and work effectively and cooperatively with all people, including those from diverse ethnic and educational backgrounds
- Recognition of the importance of safety in the workplace, following safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator

- Microsoft Office applications, Information Systems, Enterprise applications, and other IT applications
- Specialized project management, diagramming, and software: MS Project and Web tools

Major Responsibilities and Duties:

1. Build and maintain a high-quality, timely, and informative fiscal management program for all TIS initiatives and daily operations.
2. Adopt and implement an Information Technology Service Management (ITSM) program in support of Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).
3. Responsible for IT business processes: IT procurement and warehouse management, budget and fiscal management, E-Rate/Federal/State program management, Bond management, and project management.
4. Coordination and management of network and technical support services across the school district.
5. Provide secondary support for the following processes: customer service, change management, release management, research and best practices management, Network Operations Center (NOC), strategic planning, and security management (data, network, cybersecurity, etc.). Define, document, propagate, manage, and continuously improve standards and processes that are followed by other groups within and outside TIS to ensure that IT as a whole can effectively deliver high-quality services and projects to the GISD in a manner that is efficient, reliable, secure, and compliant with applicable policies and regulations. Measure and report on the department's performance with respect to all IT-related processes, SLAs and KPIs.
6. Engage key end-user groups and stakeholders in Steering and Governance processes, with a focus on building a clearer, more effective, and more collaborative IT strategy in line with the school district, school, and customer needs.
7. Empower end-users and stakeholders in new ways to access and manage resources (hardware, software, and processes) on their own while ensuring that overall system integrity is maintained.
8. Create a collaborative environment for hardware and network staff and workgroups in TIS and other departments to achieve success on joint initiatives and projects.
9. Guide strong, customer-centric work of the procurement and other lead staff in technology implementation projects.
10. Ensure that all projects are managed using project management best practices and checklists while ensuring the inclusion of strong testing and contingency plans and producing high quality network and system documentation.
11. Work with colleagues to identify opportunities to improve operations through changes to existing processes and/or establishment of new processes; prioritize and organize those opportunities into a roadmap, and lead individual initiatives within the context of that roadmap.
12. Update existing and establish new performance metrics and lead periodic reviews with department management.
13. Communicate with service suppliers to ensure, and if need be, resolve service delivery capabilities.
14. Model, support, and lead continuous improvement of technology skills, customer service, and support processes while drawing inspiration from public and private sector organizations that have implemented industry best practices, including frameworks and standards such as ITIL, ISO 9000, Six Sigma, etc.
15. Collaborate with TIS leadership in the planning and implementation of technology roadmaps.

16. In partnership with GISD stakeholders, continually assesses the school district-wide need to replace software systems and applications while providing an updated budget that accurately estimates IT is spending with 12-month detailed breakdowns and 60-72 month projections.
17. Follow school district purchasing guidelines and best practices and utilizes multi-vendor RFP purchasing processes.
18. Perform other duties as assigned.

Supervisory Responsibilities:

IT Operations team and actively maintain a culture of shared leadership with other TIS Directors.

Mental Demands/Physical Demands/Environmental Factors

Tools/Equipment Used: Standard office equipment, including personal computer and peripherals; standard instructional equipment.
Posture: Moderate standing; occasional kneeling, squatting, bending, and stooping
Motion: Continual sitting and reaching; repetitive hand and arm motions, and moderate walking
Lifting: Regular light lifting and carrying (less than 15 pounds); occasional moderate lifting and carrying (15-44 pounds)
Environment: Work inside; may occasionally work outside (exposure to sun, heat, cold, and inclement weather); exposure to noise
Mental Demands: Work with frequent interruptions; maintain emotional control under stress

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This document describes the general purpose and responsibilities assigned to this job. It is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Reviewed by   Date

Received by   Date