



Job Title: Director of Technology Services

Exemption Status/Test: Exempt

Reports to: Assistant Superintendent of Technology

Date Revised: June 2022

Dept. /School: Technology and Information Systems

Primary Purpose:

Oversee IT Planning, Implementation, and Support teams. Manage help desk and training efforts across the district. Manage IT assets and device life-cycle management. Coordinate hardware and software installations and upgrades. Maintain and coordinate district and school-level technical support teams and assist with the coordination of instructional applications. Responsible for districtwide release and device management. Support Internet-of-Things (IoT) and End-User Devices and Administrative Applications. Oversee the execution of a highly effective, innovative, and holistic approach to supporting all GISD technology implementation and support services. Provide solutions to support instructional delivery across the district.

Qualifications:

Education/Certification:

- Master's degree in a related field with a minimum of five (5) years of experience **OR**
- Bachelor's degree in a related field with a minimum of ten (10) years of experience **OR**
- Associate's degree in a related field with a minimum of fifteen (15) years of experience
- Certified Educational Technology Leader (CETL) preferred

Experience:

- Minimum of five (5) years of experience in customer service in an IT environment with a Master's degree **OR**
- Minimum of ten (10) years of experience in customer service in an IT environment with a Bachelor's degree **OR**
- Minimum of fifteen (15) years of experience in customer service in an IT environment with an Associate's degree
- Minimum of five (5) years of leadership experience in computing and information technology with an emphasis in Project Management and Business Analysis, knowledge and understanding of K-12 education organization, goals and objectives, policies and procedures, and development of IT services in a large educational institution

Special Knowledge/Skills:

- Proficiency in support of Microsoft Windows, Chrome, and Apple (iPad/MAC OS)
- Proficiency in support of Workflow and Service Management solutions
 - ServiceNow
- Knowledge in support of enterprise Mobile Device Management solutions
 - SCCM, Google Enterprise, Jamf
- Knowledge in support of Asset Management solutions
 - TipWeb

Major Responsibilities and Duties:

1. Assist the Assistant Superintendent of Technology with long-range IT Planning and Strategy



2. Support and Implement district IT Initiatives.
3. Provided a highly effective district and school-level IT customer support, team.
4. Track, report, and meet KPI's on the delivery of district and school level IT customer support and integration services.
5. Provide necessary outreach and training for all technical support and integration projects.
6. Collaborate with instructional technology and curriculum teams to provide the necessary support and integration services of instructional applications and devices.
7. Assure successful integration of technology applications and devices with measurable results.
8. Motivate and mentor team members to grow individual skill sets and organizational value.
9. Track and optimize the various tools to effectively implement and maintain a tracking system for individual performance, design and monitor the team KPI's, and drive term performance against metrics.
10. Assure that technology projects are managed, implemented, and reported transparently to ensure that all stakeholders are informed and part of the process.
11. Design and create a customer support experience including policies, procedures, and best practices with full reporting, including implementation of a customer feedback process.
12. Manage IT Assets and device life cycles.
13. Collaborate with other GISD IT leaders, including operations, network, and data, to aggregate customer feedback and establish efficient processes for internal communications.
14. Perform other duties as assigned.

Supervisory Responsibilities:

15. Oversee IT Planning, Implementation, and Support Teams
16. Actively maintain a culture of shared leadership with other TIS Directors.
17. Foster a culture of accountability so that all TIS staff know what they need to achieve in order to be considered successful.
18. Provide appropriate autonomy to lead technical experts while holding them accountable for the overall success of their subsystems and projects.
19. Help to create a growth path for all staff through such efforts as peer-to-peer mentoring and cross-training while also incentivizing staff to engage in vendor/industry training seminars and accredited continuing education programs

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

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 _____