



Position Title: **Technology Director**

Department: Technology

Reports To: Superintendent

SUMMARY: This position is responsible for the staff management, design, budget, operation, maintenance, and oversight of the district WAN system and attached networks, including gateway operations to other WAN systems and the Internet.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Other duties may be assigned.

1. Identifies and resolves advanced technical problems following the ADPIE process (Assessment, Diagnosis, Planning, Implementation, and Evaluation)
2. Engages in continuing education as pertains to job responsibilities
3. Directs the development and delivery of technology documentation and training for technology staff and customer use
4. Ensures reliable data back-up and archiving processes
5. Supervises the installation, maintenance and troubleshooting of copper, fiber, and wireless network equipment and cabling
6. Supervises the installation, configuration, and troubleshooting of server and communication equipment
7. Supervises the maintenance and operation of technology equipment in an efficient manner that minimizes down-time
8. Coordinates with authorized personnel for repair of hardware and software
9. Directs and assists with software and hardware upgrades and staff training
10. Supervises the maintenance, operation, and troubleshooting of remote connectivity equipment
11. Maintains advanced technical skill level with networking, communication, and server systems
12. Supervises and participates in technical support request identification and scheduling that minimizes service interruption
13. Coordinates and manages comprehensive network performance monitoring, analysis and status reporting
14. Leads District technology planning and development
15. Creates, prioritizes, maintains, and participates in Service Desk request communication and scheduling
16. Supervises monitoring and measurement of LAN and WAN performance
17. Supervises monitoring and measurement of server performance
18. Manages and maintains video conferencing systems
19. Coordinates network operations with minimum service interruption
20. Provides assistance to other public agencies as directed
21. Completes other technology support tasks as assigned
22. Attends monthly board meetings as directed

- 23. Corresponds with district staff and stakeholders via email
- 24. May be asked to translate, if applicable
- 25. Maintain regular on-time attendance

SUPERVISORY RESPONSIBILITIES: Supervises employees in the technology department. Carries out supervisory responsibilities in accordance with the district's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning and directing work, appraising performance, addressing complaints and resolving problems.

QUALIFICATION REQUIREMENTS: Possess one or more technical certifications such as CLA, CLP, MSCE, CCNA. Advanced knowledge of recent Novell networking operating systems (e.g., Novell OES, Suse). Advanced knowledge of desktop operating systems including Windows, Apple, and Linux. Advanced knowledge of the setup and operation of technology hardware and software. Ability to work independently or with students and staff in a team setting. Expert knowledge of network and communication systems. Ability to communicate and implement effective problem-solving techniques. Ability to organize, schedule, and produce reports; speak to groups; and convey technologically complex subjects to diverse non-technical audiences. Ability to budget, purchase and acquire equipment, track expenditures, and manage budgeted funds. Ability to calculate, compute, and create budget documents, summaries and reports by using numerical calculation methods.

EDUCATION and/or EXPERIENCE: Minimum of a 4-year college degree or equivalent. Three or more years of recent experience supervising technology staff in the support of computers, servers, LANs, and WANs. Minimum of five years of successful experience in the technology field.

LANGUAGE SKILLS: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write routine reports, and business correspondence. Ability to speak effectively before groups of customers or employees of organization. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to speak effectively with other employees and/or students. Ability to present information in one-on-one and small group situations to customers, clients, other employees, and/or students. Ability to speak and present effectively before vendors, administration staff. Ability to effectively present information and respond to questions from groups of administrators, managers, employees, clients, customers, and/or the general public. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to administrators and Board of Education.

MATHEMATICAL SKILLS: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

Ability to apply concepts of basic algebra and geometry. Ability to add and subtract two digit numbers and to divide with 10's and 100's. Ability to apply basic arithmetic calculations using units of American money, weight measurements, volume and distance. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio and percent. Ability to calculate figures and amounts such as discounts, interests, commissions, proportions, percentages, area, circumference and volume. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

REASONING ABILITY: Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form. Ability to define problems, collect data, establish facts, and draw valid conclusions.

OTHER SKILLS and ABILITIES: Advanced knowledge and experience in Internet related technologies including firewalls, proxies, filters, DNS, HTTP, FTP, DHCP and Dial-up. Advanced knowledge and experience in networking protocols, topologies, and deployment and configuration of switches, routers, and network cabling related components. Advanced knowledge and experience in the supervision of the installation, support and troubleshooting of desktop operating systems including DOS, Novell, Windows, Apple, Linux, and mobile. Advanced knowledge and experience in the supervision of integrating desktop operating systems and software applications with Novell and Microsoft network operating systems and AS 400 systems. Knowledge in the administration and operation of disaster prevention and recovery strategies. Significant experience and advanced knowledge in network user administration, network security administration, and specific operating techniques for GroupWise, Novell, Linux and Microsoft network and DOS.

PHYSICAL DEMANDS: The physical demands 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 regularly required to sit, walk, talk and/ or hear. The employee frequently is required to walk. The employee is occasionally required to stand and reach with hands and arms. Specific vision abilities required by this job include close vision and depth perception. Occasionally the employee will lift up to 50 lbs. such as to lift files and paper.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing 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 occasionally works in temperatures above 100° and below 32° and occasionally will walk on slippery surfaces. The noise level in the work environment is usually moderate to loud.

The information contained in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

I have read and understand this job description.

Signature

Date