

MT. DIABLO UNIFIED SCHOOL DISTRICT
DIRECTOR, OF TECHNOLOGY ~~SUPPORT AND INNOVATION~~

Primary Functions Summary Definition

~~Under general direction, coordinates and implements systems, procedures and processes designed to support technology user services and operations, network development/management and implementation; plans, schedules, coordinates and supervises personnel engaged in the service and development of systems and technologies for computer users; supervises personnel engaged in providing service and support to all computer users interfaced with/accessing the district's centralized computer system; provides and directs technical assistance and training support to schools and departments; coordinates with other managers and administrators to help plan, manage, integrate and oversee the district's Career Integrated Academic (CIA) programs and objectives as they relate to technology.~~

The Director of Technology & Innovation provides leadership, vision, strategic planning, and expert oversight to sustain the use of appropriate technology solutions throughout the district. The Director of Technology & Innovation will oversee the instructional technology program, will facilitate technology integration, and will support the management of the district's technology assets and infrastructure.

Directly Responsible To

~~Director, Technology and Information Services~~ **Chief Business Officer**

Supervision

Exercises supervision over certificated, classified, technical and supervisory personnel as assigned

Major Responsibilities

Example of Duties (to include, but not limited to:)

E: Essential Functions (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements).

- ~~1. Work cooperatively with members of the superintendent's cabinet, directors, central office administrators, principals, co-administrators and other relevant departments in coordinating technology activities in Educational Services and divisions and departments throughout the district.~~

- ~~2. Collaborate with the Director of Technology and Information Services and other managers in the implementation of the District Technology Master Plan.~~
- ~~3. Plan, organize, schedule and supervise technology support staff in the repair, maintenance, and installation of network equipment.~~
- ~~4. Oversee department staff that manages installation, repair and maintenance of hardware and software, customer support, and training.~~
- ~~5. Work with appropriate staff to facilitate customer service and support.~~
- ~~6. Develop and coordinate technology training, as necessary.~~
- ~~7. Provide leadership and direction in technology planning, equipment acquisition, and establishment of standards for hardware and software.~~
- ~~8. Assess the district's technology support staff for performance, advancement and review, as directed.~~
- ~~9. Determine the level and nature of training required to keep staff current and proficient with technologies, including emerging technologies.~~
- ~~10. Develop ongoing training and refresher programs.~~
- ~~11. Make recommendations for employment and evaluate performance of assigned staff.~~
- ~~12. Participate in development and implementation of District technology goals, departmental and instructional program goals and objectives, policy priorities, standards and procedures.~~
- ~~13. Prepare bid requests, evaluate proposals, and oversee vendor contracts.~~
- ~~14. Assist in the preparation and administration of department and functional area budgets.~~
- ~~15. Attend job-related meetings as assigned.~~
- ~~16. Perform those duties and responsibilities, including supervisory and advisory, as may be prescribed by the Superintendent.~~
- 17.1. Establishes and communicates a clear, long-range plan to enhance teaching and learning through technology in the District's curriculum and instruction.
- 18.2. Provides strategic leadership in anticipating and developing appropriate and innovative responses to emerging needs and challenges regarding the District's information and educational technology programs. This includes acting as chairperson for steering committees.
- 19.3. Leads identification and assessment of opportunities for information and educational technology to facilitate delivery of District services and programs, enhance operational effectiveness, and accelerate student achievement.
- 20.4. Leads the development and execution of comprehensive, long-term technology plans supporting the district's strategic plan.
- 21.5. Participates in the overall planning and direction of the District functions and services related to resources, priorities, program opportunities and methods to enhance the delivery of programs and create an effective environment and understanding of technology for team members.
- 22.6. Develops the department's organization and recommends changes to structure and staffing.
- 23.7. Establishes, through negotiation and communication with District stakeholders, appropriate service level agreements (SLA's) for the District's information and

education systems and processes. This includes objectives for business continuity and disaster recovery.

- ~~24~~-8. Plans, organizes, controls, and directs the day-to-day operations of the department in the areas of educational technology, administrative technology, telecommunications and network management, applications management, data management, project management, and information security; supervise and evaluate the performance of assigned personnel.
- ~~25~~-9. Oversees all aspects of all enterprise information systems, such as student information systems, learning management systems, financial and human resource management systems, textbook & library management systems, personal productivity systems, and communications systems
- ~~26~~-10. Leads the department's and department's managers' effective and dynamic communication with educational and administrative stakeholders.
- ~~27~~-11. Ensures appropriate support and training is provided to stakeholders in regards to IT assets.
- ~~28~~-12. Oversees project management, project intake, and change leadership activities, to maximize the benefits and quality of the District's investments in information and educational technology.
- ~~29~~-13. Directs the development, implementation, and maintenance of related policies, procedures and processes to assure smooth and efficient delivery services and compliance with laws, policies and regulations.
- ~~30~~-14. Establishes protocols and methods for managing ongoing relationships with vendors. Leads key negotiations and oversees other negotiations with vendors. Reviews contracts that involve the department.
- ~~31~~-15. Analyzes organizational needs for educational technology and develops solutions to implement systems in order to enhance teaching and learning.
- ~~32~~-16. Directs the assessment of a wide variety of hardware and software applications, services, and tools for the purpose of recommending information technology related solutions that enhance student learning and otherwise advance the District's mission.
- ~~33~~-17. Collaborates with other school staff, district personnel, county office, technical organizations, other school districts, public agencies, and committees.
- ~~34~~-18. Participates in the development and application of assessment tools for measuring effectiveness in instructional technology in teaching and learning.
- ~~35~~-19. Provides a wide variety of reference, presentations, policy and administrative materials in both written and electronic formats (e.g., plans, budgets, funding requests, reports, analyses, recommendations, procedures, etc.).
- ~~36~~-20. Supports principals and other school site staff in the implementation, monitoring, and support of instructional technology programs.
- ~~37~~-21. Oversees development and implementation of staff development in-service programs for certificated and classified employees that emphasize and encourage the use of educational technology.
- ~~38~~-22. Develops and implements short-term plans for the implementation and maintenance of the District's information and educational technology assets. These assets include, in part: data centers, cloud, servers, data, applications, networks, telecommunications, personal computers and devices, classroom and office peripherals, security infrastructure, data privacy, and intellectual property.
- ~~39~~-23. Develops and manages the department's annual budget. Ensures District resources are prudently expended to achieve District and departmental objectives.
- ~~40~~-24. Works with other district leaders to select and manage IT resources.
- ~~41~~-25. Assists in ensuring Districtwide compliance with various licensing and copyright requirements.

~~42-26.~~ Assists with content management activities relating to the School's website, portals and intranets, archiving, retention, and public records.

~~43-27.~~ Understands information-related laws, regulations, and best practices; provides guidance and leadership to the District in how to best comply.

~~44-28.~~ Performs other related duties as required.

Qualifications

Training and Experience

~~Any combination equivalent to graduation from college in computer science, information systems, or related field, supplemented by course work in computer networking and two years of increasingly responsible data processing experience. Preferred: Paid public school experience.~~

DESIRED QUALIFICATIONS

Education and Experience: Any combination equivalent to: possession of a Bachelor of Arts or Sciences from an accredited college/university is required. A major related to information, educational technology, or computer science is preferred. A Master's degree from an accredited college/university with major course work in information and/or educational technology, business administration, or related field is preferred.

Technical, security, business, and project management certifications are desirable. Certification from the CITE/CETPA CTO Mentor Program and/or CETL certification is desirable. California teaching credential is desirable. A minimum of five (5) years' experience with information and/or educational technology is required, and administrative experience within educational institutions is preferred. Demonstrated professional experience in a technology leadership role. Experience with the selection, implementation, operation and support of enterprise information systems is essential.

Knowledge of:

- ~~• Principles and practices of designing, installing and administration of local and wide area networks~~
- ~~• Project management concepts and software packages~~
- ~~• Data processing organization~~
- ~~• Computer platforms~~
- ~~• General and advanced networking concepts~~
- ~~• Application software packages, including word processing, spreadsheet, database, graphics and presentation software~~
- ~~• Internet and appropriate browsers~~
- ~~• Principles and practices of organization and administration~~
- ~~• Principles and methods of effective preparation and presentation~~

- ~~Principles and methods of providing customer service~~
- ~~Techniques of staff supervision and management~~
- ~~Communication skills, including the ability to build consensus~~
- ~~Principals and techniques for project planning, scheduling and control~~
- ~~Telecommunications in respect to cabling and conduit application~~

1. Instructional technologies and research-based strategies for teaching and learning,
2. Principles of business organization, management, systems analysis, budgeting and supervision.
3. Program management, project management, change management, and project portfolio management.
4. Principles of contract law, purchasing, research and cost analysis.
5. Design, management, and operations of IT systems.
6. Trends in the provision and procurement of IT assets and services.
7. Systems design and development process, including requirements analysis, feasibility studies, software design, programming, pilot testing, installation, evaluation and operational management.
8. The methods, procedures, techniques, and equipment utilized in the acquisition, installation, repair and maintenance of IT equipment.
9. Problem solving skills.
10. Experience leading a district through cybersecurity protective steps.
11. Methodologies for managing technical change on a proactive basis.
12. Interpersonal skills using tact, patience, and courtesy; conflict resolution strategies; and the ability to consult with, participate in and lead groups.
13. Staff development and training practices and techniques.

Skill in:

- ~~Analyzing computer problems and developing effective remedies~~
- ~~Record keeping~~
- ~~Communicating the use of local area network operating software and microcomputer software~~
- ~~Communicating with personnel on technical matters~~
 - Assess and implement instructional technologies.
 - Analyze technology and form sound conclusions and recommendations.
 - Communicate effectively both orally and in writing.
 - Establish and maintain an effective working relationship with staff, school district and county personnel, and other agency personnel.
 - Effectively supervise and evaluate staff.
 - Analyze, interpret and apply laws and regulations relate to the position.
 - Negotiate and evaluate vendor contracts with evaluation team.
 - Lead meetings, resolve ad-hoc problems, provide directives and guidance for stakeholders, coordinate activities, and exchange information.
 - Establish and maintain appropriate project timelines.
 - Facilitate achievement of district goals and objectives.
 - Manage multiple projects.
 - Problem solve and analyze issues, create plans of action and reach solutions.
 - Read technical information.
 - Compose a variety of documents and presentations.

- Conduct training and facilitate group discussions.
- Meet the travel requirements of the position.

Ability to:

- ~~Take conceptual ideas for technology need based on end user's needs and develop and implement an effective design to address that need~~
- ~~Understand and carry out oral and written directions~~
- ~~Establish and maintain cooperative working relationships~~
- ~~Research, gather and analyze data, prepare and present written and oral reports to a wide variety of personnel~~
- ~~Supervise, train and evaluate assigned staff~~
- ~~Understand and assess emerging technologies~~
- ~~Manage projects from inception to completion~~
- ~~Work with employees, parents, schools and community groups in addressing information services related questions and issues~~

Environment

Office environment with multiple staff members, subject to frequent interruptions, continual deadlines and pressures connected to limited funds to meet growing needs, driving a vehicle to conduct work Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

Physical Abilities

Sit, look downward, reach, (up to frequently); stand, walk, bend, stoop, squat, push, pull, foot controls (occasionally); climb stairs, twist (infrequently); repetitive hand activities within close reach, such as files, keyboard & handwriting (frequently); lift/ carry up to 25 pounds (occasionally), may lift/ carry equipment up to 75 pounds (infrequently); extensive reading; use seeing, hearing & speaking (including in-person, phone & public address.)

MT. DIABLO UNIFIED SCHOOL DISTRICT

JD: DIRECTOR, TECHNOLOGY SUPPORT

BOARD APPROVED: August 23, 2005

Management Salary Schedule
Range 18