

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: DIRECTOR - IT SUPPORT SYSTEMS TECHNOLOGY SERVICES DEPARTMENT

GENERAL STATEMENT OF JOB

Reporting to the Executive Director, the Director of IT Support Systems position ensures high levels of IT customer service and is the executive leader in charge of ensuring service oriented technical support to GCS faculty, staff, and students for a variety of hardware, software, operating systems and network needs. Serving as part of Technology Services senior management team, this individual will have ownership and accountability for all operations and effectiveness within the following areas: Inventory & Asset Management; Field Technician Support; Audio Visual; Customer Services Department; and IT Professional Development.

The successful candidate will be responsible for directing and implementing a wide range of IT support solutions customized for the classroom, school building, or district program areas and services within the framework of our educational environment. This position will collaborate with leadership and decision makers in other departments to identify, recommend, implement, and support cost-effective technology solutions for incorporation within the district's educational landscape.

The ideal candidate will have extensive IT support experience and a working knowledge of device configuration, account provisioning, applications support, and deployment at large scale within an educational environment. In addition, the candidate should have strong problem solving and communication skills with the drive and hands on leadership qualities needed to deliver on challenging project goals. This position will report the Executive Director of Technology.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Effectively lead, guide, manage, and mentor a team of internal and external technical resources to deliver high quality of services to district stakeholders.

Ensures execution and delivery of IT project portfolio and initiatives.

Monitors for response-time of team services.

Provide, facilitate, and/or assist with new-hire training when necessary.

Implement, monitor, and review team and employee performance statics.

DIRECTOR-IT SUPPORT SYTEMS

Manage job performance of the team leads, including coaching, feedback, schedule requests, and bi-annual performance evaluations.

Providing leadership in the establishment of workflows, priorities, and support systems that enhance services in support of teaching and learning.

Partner with stakeholders to identify, develop, implement, and assess emerging technology strategies.

Identify and assess current and emerging opportunities that impact: IT procurement, hybrid and multi-cloud, cyber security, edge and IoT infrastructure and security, account provisioning implementations, and end-user computing configurations and deployments.

Manage relationships with consultants and business partners.

Report trends and provides feedback to IT operations, senior managers and other team members.

Develops and maintains in-depth knowledge of the inner workings of district's enterprise operational systems.

Develops and maintains processes for consistency and increased productivity.

Develops and implements methodologies to improve ticket resolution, to manage customer perceptions, and to build strong internal and external relationships.

Oversees the creation and sustainability of standard operational procedures, best practices and other relevant documentation based on best practices, real-time and historical data and reporting.

Develops an effective process for prioritizing and managing cross-functional IT projects.

Effectively collaborate with cross-functional areas for resolution of tickets and issues.

Collaborates in the procurement of IT hardware and software.

Coordinates with department on disaster and contingency emergency management planning and preparedness.

Strong working knowledge of core technologies (including but not limited to): AD, O365, Azure, Exchange, WAN/LAN/Wi-Fi, VOIP, Core Networking, Cloud Services, MDM technologies, Windows and Apple OS/iOS.

Understanding of partner ecosystems and the ability to leverage partner solutions to solve district IT needs.

Willingness to work flexible hours, non-business hours, or other scenarios required by the flow of operations.

Ability to support frequent standing, walking, lifting, working at heights, and lifting >50 lbs.

DIRECTOR-IT SUPPORT SYTEMS

Maintains continuing education credits to keep licensure current and participates in professional development to remain current with emerging technologies and educational research.

ADDITIONAL JOB FUNCTIONS

Performs other related work as assigned. Willingness to work flexible hours, non-business hours, or other scenarios required by the flow of operations.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree or equivalent work experience preferred.

Minimum of 3 years of management and leadership experience within an IT department environment.

Minimum of three years of in enterprise-scale cloud and/or hybrid infrastructures, architecture designs, migrations, and/or technology management.

Minimum of three years of experience providing OS, iOS and macOS related technical support or training to end-users.

Minimum of three years of experience as administrator for MDM products and peripheral technologies (JAMF and InTune preferred).

Minimum of three years of implementing districtwide eRate projects.

Strong working knowledge of physical IT infrastructures (e.g. Servers, SANs, Networking, etc.) that include:

- Three years or more of server platform experience
- Three years or more of wired / wireless network configuration and support experience
- Three years or more of VOIP/Telephony services experience

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment including computer hardware and software, office equipment, etc. Must be physically able to operate a motor vehicle. Must be able to exert up to 10 pounds of force occasionally, and/or a negligible amount of force constantly to move objects. Physical demand requirements are for Light Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional,

DIRECTOR-IT SUPPORT SYTEMS

structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving instructions, assignments or directions to assistants or subordinates.

Language Ability: Requires the ability to read a variety of correspondences, technical manuals, trade journals, etc. Requires the ability to prepare reports, forms, system documentation, etc. using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to give oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including computer terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; understand and apply principles of statistics and statistical inference.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability coordinate hands and eyes rapidly and accurately in using computer equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as computer equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

DIRECTOR-IT SUPPORT SYSTEMS

KNOWLEDGE, SKILLS AND ABILITIES

Effectively lead, guide, manage, and mentor a team of internal and external technical resources to deliver high quality of services to district stakeholders.

Providing leadership in the establishment of workflows, priorities, and support systems that enhance services in support of teaching and learning.

History of direct decision-making capabilities overseeing enterprise systems, applications, and operations.

Proven leadership skills with the ability to coach team members.

Perform and execute organization's safety programs and policies, and compliance knowledge assessments.

Experience with personnel management, staffing, and scheduling.

Experience with integrating a comprehensive set of solutions across key departmental functions to support teaching and learning.

Hands-on experience with supporting large-scale IT initiatives within a public school educational environment.

Ability to adapt and solve challenges quickly and efficiently.

Ability to work independently and as part of a team.

Ability to effectively prioritize and execute tasks in a dynamic and high-pressure environment.

Able to effectively influence and develop strong relationships with key stakeholders.

Excellent presentation skills in small and large group settings to both technical and non-technical audiences in onsite and remote environments.

Effective communication skills (oral and written), interpersonal, organizational, and presentation skills.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.