

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: EXECUTIVE DIRECTOR OF TECHNOLOGY SERVICES

GENERAL STATEMENT OF JOB

Under limited supervision, performs professional, supervisory, and management work and is responsible for the overall leadership and supervision of the technology program for Guilford County Schools. Areas of innovation and supervision include the enterprise based business applications, Software as a Service (SaaS), cloud based solutions, and the central mainframe computer facility, networking and technical support, communication installations and the wide area network, cyber and network security, and computer repair. Areas of supervision are responsible for the development and implementation of a visionary, district-wide technology plan, providing staff development opportunities to meet the goals of the plan, selection, purchase, and distribution of all equipment, courseware, application software, networking and communication installations, and the development of associated standards, security and backup/recovery. Provides strong project management skill that determines resources, setting direction, and implementation strategies to accomplish the goals of the department and the district. Also involves performing general management functions of the department to include budget development and administration, organizational development, employee development/training, and other personnel related functions. Employee must exercise considerable tact and courtesy in frequent contact with school officials, administrators, subordinate staff, and vendors. Reports to the Chief Operations Officer.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Develops new program applications through researching new developments in technology, visiting other innovative projects/systems, meeting with vendors and consultants, evaluating new software and equipment, and meeting with principals and other educators.

Convenes system-wide and small group meetings to share ideas and to improve the technology program.

Leads and participates in long- and short-range technology visioning.

Develops, reviews, and monitors district level technology policy and procedure that supports the use of technology while protecting student and staff.

Communicates, plans, and implements current and emerging trends of technology applications. Supervises and works with technology staff to develop a district-wide plan in accordance with state requirements and direction, assists educators in implementing the plan; evaluates the plan and makes resulting recommendations regarding changes and improvements.

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Supervises and works with technology staff to plan, develop and implement staff development activities that support the use of technology in all areas of education.

Supervises and works with instructional technology staff to determine and implement appropriate uses of technology for instruction in the various subject areas and to provide courseware and materials for the computer skills curriculum.

Supervises all technology services staff with direct responsibility for interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Collaborates with schools, district level administrators and technology staff to integrate technology initiatives, determines scope of project and appropriateness, determines staffing, system, training and budgeting requirements; conducts ongoing evaluations to determine the effectiveness of the technology.

Leads staff to plan for, design and manage all local area networking, computer installations, wide standard district software and the technical support of these systems.

Supervises and works with communications staff to plan for, design and manage all wide area networking, email/Internet services and the operational support of these systems.

Directs, monitors, and assesses services that may include but not limited to: Help Desk, an automated customer support system that provides first line support for users and provides work-order tracking for technical staff; programming and operations staff to plan for, design and manage all equipment, software, operating systems and user access of the central computer facility; computer repair staff to ensure that all computer equipment is serviced as required in a timely manner; and programming staff to develop and implement administrative uses of computer technology for all major business systems.

Monitors new projects to ensure proper function of system or software application and that timelines for project are met.

Assists with selection, purchase and distribution of equipment, courseware and related materials for the implementation of technology in all areas; reviews and evaluates new hardware and software as it is developed, prepares system specifications, prepares purchasing information, and manages site and system license agreements.

Serves as the system contact for communication and coordination with the NC Department of Public Instruction (DPI) in the area of technology; assures that the district program is consistent with state mandated criteria and structure and that all requirements of the Uniform Education Reporting System (UERS) are met.

Represents the district technology program to school community and the public, plans and coordinates special activities and presentations to promote technology, interacts with state

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government, vendors, business, and industry professionals.

Develops and enforce backup/recovery plans for all systems; develop and enforce security standards and procedures for all systems.

Prepares and submits division operational and organization-wide computer budgets; evaluates expenditures to ensure proper allocation of funds and adherence to organizational accounting requirements.

Prepares, submits and ensures that expenditures meet proper guidelines for technology-related grants and reimbursement programs.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree in computer science, information management, or related field, with a Master's degree preferred; and at least 8 years of experience in the area of technology, including at least 4 years of supervisory experience; or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment including computers, scanners, modems, cable testers, etc. Must be able to exert up to 30 pound of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Physical requirements are consistent with those for Sedentary Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to 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 and/or directions to subordinates or assistants.

Language Ability: Requires the ability to read a variety of correspondence, reports, forms, invoices, software documentation, periodicals, lists, etc. Requires the ability to prepare correspondence, reports, forms, purchase requisitions, user instructions, etc., using prescribed format.

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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; deal with several abstract and concrete variables.

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

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; to determine decimals and percentages; and to apply the theories of algebra and statistics.

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

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in performing data entry.

Manual Dexterity: Requires the ability to handle a variety of office machines, etc. 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.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the school system's Long-Range Technology Plan, development methodology and development standards.

Considerable knowledge of federal, state and local policies and procedures regarding instructional technology.

Considerable knowledge of the appropriate uses of technology for instruction and the requirements of the NC student computer skill curriculum.

Considerable knowledge of computer hardware and common software applications.

Considerable knowledge of networking hardware and software applications, capabilities and

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limitations, service requirements and associated costs.

Considerable knowledge of communication installations, capabilities and limitations, service requirements and associated costs.

Considerable knowledge of cabling infrastructure and electronic components required for networking.

Considerable knowledge of the capabilities, limitations and service requirements of mainframe computers and auxiliary equipment.

Considerable knowledge of computer programming techniques and system development methodology.

Considerable knowledge of the current literature, trends, and developments in the field technology.

Considerable knowledge of the principles of supervision, organization, and administration.

Ability to plan, direct, and coordinate the work of subordinates.

Ability to develop long term goals and objectives.

Ability to evaluate the effectiveness of programs and make recommendations for improvements.

Ability to evaluate requests for changes and/or updates to currently installed technology.

Ability to evaluate software applications and to make recommendations for improvement.

Ability to schedule and monitor development projects.

Ability to estimate manpower and time required for technology related projects.

Ability to develop clear, effective instructions for subordinates and users.

Ability to effectively express ideas orally and in writing.

Ability to develop and administer budgets.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

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.