

POSITION TITLE: Director of Technology Operations

FLSA: Exempt

REPORTS TO: Director of Technology

LOCATION: Rogers Center

CONTRACT DAYS: Days and benefits will be specified in the employee contract. Contract will be prorated based on the actual start date.

QUALIFICATIONS

- Bachelor's degree in a relevant field (Master's degree preferred).
- Good oral and written communication skills
- Strong interpersonal skills. Must be customer service oriented. Must be self-motivated and proficient at prioritizing tasks.
- Must be able to communicate technical information to non-technical personnel.
- Some light to moderate lifting required, as well as proficiency in the use of maintenance related hand-tools.
- Supervisory experience is preferred.
- Experience in an IT support environment and experience in hardware and software support is preferred.
- Experience in PC desktop hardware and software installation, configuration, and maintenance preferred.
- Proven experience in technology operations and leadership roles.
- Excellent leadership and team management skills.
- Familiarity with educational technology trends and best practices.
- Strong problem-solving and decision-making abilities.

DISTRICT VALUES

- We will always put student needs first.
- We believe relationships matter.
- We expect accountability.
- We operate with transparency.
- We prioritize student and staff safety.

SUMMARY

The Director of Technology Operations is a key leadership role responsible for overseeing the day-to-day technical operations within the school district. The Director of Technology Operations collaborates with various stakeholders to implement and maintain technology systems that support the educational mission of the district. The Director is primarily responsible for managing and supporting the district's technology specialists and technology technicians.

ESSENTIAL JOB FUNCTIONS

- Supervises and supports the Technology Specialists and Technology Technicians for Chromebooks and evaluates performance.
- Manage user account and email account configurations, user access, passwords, and permissions for staff and students district-wide.
- Coordinates the delivery and implementation of classroom technology and end-user devices, including but not limited to: desktops, laptops, projectors, printers, document cameras, interactive whiteboards, 1:1 Student devices, etc.

- Manages annual professional development program for Technology Specialists and Technology Technicians for Chromebooks
- Manages and maintains the district's Helpdesk ticket system
- Analyzes current status of Helpdesk tickets and history status to maintain acceptable resolution times as well as making action-based decisions to improve response times and end user satisfaction.
- Improves customer support by actively responding to queries and handling complaints
- Follows up with administrators, staff, and end users to identify areas of improvement
- Develops weekly and monthly reports on Helpdesk productivity
- Coordinates, maintains, and manages the Technology inventory system, collection of inventory data, and auditing of inventory data
- Maintains direct contact with administrators and staff end users in a customer service role.
- Supports the district's Technology Liaison support staff.
- Maintains communication and support strategies with the district's Technology Liaison program for school support.
- Completes ongoing training in both hardware and software proficiencies and certifications.
- Anticipates, manages, and resolves conflicts effectively.
- Implement the policies established by federal and state law, State Board of Education rule, and local board policy in the public information area.
- Provides research and support in a variety of educational areas.
- Compile budgets and cost estimates based on documented program needs.
- Develop training options and/or improvement plans to ensure exemplary operation of the public information function.
- Abide by state statutes, school board policies and regulations.
- Take all necessary and reasonable precautions to protect students, equipment, materials, and facilities.
- Maintain accurate, complete, and correct records as required by law, district policy and administrative regulation.
- Maintains prompt and regular attendance and demonstrates the ability to maintain positive professional working relationships with others.
- Evaluates and supervises departmental staff.
- Maintain emotional control under stress.
- Serve on committees as assigned.
- Perform other duties as assigned.

OTHER JOB FUNCTIONS

- Must have the ability to lift at least 40 pounds occasionally.
- Ability to endure prolonged standing, walking, sitting, occasional reaching above the head or the shoulders, bending, squatting, and kneeling.

These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.