

Assistant Director of Technology Support Services

Definition

Under the direction of the Director of Instructional and Support Services Technology (Director of TSS), the Assistant Director of Technology Support Services (Assistant Director of TSS) assists in management and direction of activities in the Technology Support Services Department (TSS). The Assistant Director of TSS assists in planning, developing, coordinating, implementation, and managing of data networks, network security standards and procedures, technology infrastructure installation projects, and all telecommunication systems to support the core educational mission of the District as directed. The Assistant Director of TSS has the knowledge, skills, and ability to design and build a state of the art, reliable, secure, stable network environment to support and sustain current and future educational technologies for innovative student learning and for the business and instructional demands of staff. The Assistant Director of TSS is directly supervised and evaluated by the Director of TSS.

The Assistant Director of TSS is distinguished from the Director of TSS in that the former assists in the planning, organization, and administration of TSS whereas the Director of TSS administers and oversees TSS functions providing overall leadership and vision in the development and achievement of short and long-term goals.

Essential Duties and Responsibilities

- Assists in the design of solutions for educational applications of technology and promotes their use by teachers, students, and administrators;
- Actively seeks future technology, studies educational trends, and implements best practices in information and telecommunication technologies and evaluates their applicability to District operations;
- Plans, designs, organizes, supervises, and evaluates the work flow of TSS;
- Assists in providing coaching and training for performance improvement and skill development for all technology staff and coordinates regular training and in-services for district personnel;
- Assists in development of highly competent, responsive customer service oriented staff;
- Assists in development of policies and procedures on the use of computers, mobile devices, and technology for administrative and instructional purposes and develops the affordable plan to address those future technology needs;
- Manages and directs the maintenance, administration, and upgrading of District information systems including, but not limited to: District network (LAN and WAN), switches, and routers; student information system; District website; virtualization; cloud computing, server based software; desktop computer systems (both PC and MAC); telephone systems; content filters; handheld computers; copier and printers; and parent notification systems;
- Coordinates the design, installation, configuration, and maintenance of the District's network infrastructure, servers, and related systems, managing both hardware and software;
- Monitors and maintains software licensing, documents, and records for instruction and business operations;

- Advises staff on the development, implementation, or acquisition of software programs to service District operations or instruction/education needs;
- Consults with schools and District departments regarding hardware/software acquisition, information requirements, system capacity, equipment needs, school plans, and other matters related to technology;
- Supervises the development of applications for use by instructional and administrative personnel and determines appropriateness of new applications for automation including but not limited to: document management, business, purchasing, and position control systems to assist the efficiency of operations;
- Monitors usage of communication lines and recommends the need for upgrades when necessary;
- Ensures optimum acquisition, deployments, installation, maintenance, utilization, repair, and security of available technology;
- Plans, implements, and monitors various IT projects with architects, contractors, and others as directed by the Director of TSS;
- Other duties as assigned.

Knowledge of:

- Current computer, mobile devices, and telecommunications systems, hardware, software, and related technology, including virtualization and cloud connectivity;
- Technical aspects of field specialty, such as servers, workstations, networks, wireless, Apple, and Windows servers;
- Integrated e-mail/calendar systems with network and mobile devices;
- Pertinent Federal State and local laws, codes, regulations, and E-Rate;
- Current trends in informational technology and education technology;
- Advanced concepts and principles of local area and wide area networks and protocols, including TCP/IP protocols, Internet, and managing the network;
- Characteristics, capabilities, and uses of telecommunications system components, including data communications equipment protocols, computer operating systems, network related software, and specialized programs for network operations;
- Principles and practices of administration including supervision and training;
- Preventive maintenance principles, policies, and programs related to higher-end technology equipment;
- Effective techniques for assessing and analyzing user needs and recommending hardware/software solutions;
- Hardware and software installation, repair, and upgrading techniques.

Ability to:

- Research and prepare a Districtwide information and education technology plan;
- Develop, implement, and maintain computer and telephone systems and related technology;
- Research and evaluate new technology and deploy systems procedures;
- Assess current and future computer, telephone, and VOIP resource needs;
- Develop plans for timely acquisition and implementation of information and education technology systems;

- Provide technical training in advanced computer and network technology;
- Supervise, evaluate, train, and coach personnel;
- Establish and maintain cooperative and effective working relationships with staff;
- Communicate effectively both orally and in writing using appropriate vocabulary and grammar to obtain information, explain policies and procedures, and persuade others to accept or adopt a specific action;
- Read and interpret technical documents such as operational instructions and technical procedures;
- Demonstrate a proactive approach to finding solutions and work to remove barriers for the use of technology;
- Demonstrate leadership skills to manage TSS by maximizing the skills and talents of the staff;
- Deploy human and technical resources to support the operational and instructional components of the District;
- Operate, maintain, and manage the District network and keep the network functioning to support the operation and instructional departments;
- Operate a variety of equipment including desktop and laptop computers, printers, handheld units, and fax machines;
- Set priorities which accurately reflect the relative importance of the tasks to be completed;
- Work independently and follow through on assignments with minimal direction;
- Work as part of a team and collaborate with others.

Required Qualifications

- Bachelor's Degree from an accredited college or university, with a major in computer science, computer engineering, information systems management, or a related field;
- Three years of increasingly responsible experience;
(Any Bachelor's Degree from an accredited college or university and seven years of increasingly responsible experience in information technology can be substituted for the above.)
- Possession of at least one of the following is required to be considered:
 - Microsoft Certified Solutions Associate: Windows Server (MCSA) or equivalent (with District approval) required within first twenty-four months of employment and must be maintained;
 - Cisco Certified Network Associate (CCNA) or equivalent (with District approval) required within first twelve months of employment and must be maintained;
 - CETPA Certified CTO (CCTO), PMI Certified Associate in Project Management (CAPM) or equivalent (with District approval) required within first twelve months of employment;
- Possession of a valid California drivers' license and evidence of insurance is required.

Desired Qualification

- Experience in a public school setting with instruction and education background is desired.