

February 2001

DIRECTOR OF INSTRUCTIONAL
AND SUPPORT SERVICES TECHNOLOGY

DEFINITION

Under general administrative direction of the Chief Business Officer and Assistant Superintendent of Instructional Services, to plan, organize, coordinate and supervise the operations of the Technology Support Services Department; to develop and implement all programs and systems which may be accomplished by electronic data processing and instructional services; to provide leadership in the development of office automation and other information management tools for all departments and school sites in the District; coordinate, organize and supervise staff development, training, and technical guidance in software, instructional technology and use of information services; and to do related work as required.

EXAMPLES OF DUTIES

Plans, organizes, supervises and coordinates electronic data processing activities in an on-line environment including services provided under contract to other school districts; confers with administrators and staff of departments and schools served regarding the analysis, development and installation of systems and procedures for machine and manual activities; coordinates all phases of development implementation of new or changed systems; reviews and evaluates operations and procedures of Technology Support Services Department to provide for changes in the needs of the District, to improve accuracy and efficiency, and to use computer resources more effectively; designs and installs forms and procedures; participates in the selection of and trains and evaluates subordinate personnel; directs the processing of material for a variety of recurring and special reports, surveys and statistical studies; determines regular work loads and assignments; schedules operations; supervises the operation of a variety of computer equipment; prepares budget for the department; performs cost studies; regularly informs and updates cabinet members and management personnel of relevant project, operational changes and service level objectives; reviews instructional, business, and administrative instruction processes for the possible application of new information technology; develops and executes the TSS departments strategic plan and ensures integration with the District's strategic plans, goals, objectives; serves as a resource person in the identification of technology for educational and business; other duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Systems analysis methods and procedures;
- Systems programming and development;
- Data communications – local and wide-area networks Macintosh, and related hardware;
- Office automation procedures;
- Principles of organization and management;
- Effective supervision principles and practices;
- Contract negotiations for computer hardware, software and maintenance.

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Ability to:

- Organize and develop detailed step-by-step procedures and operational instructions for the successful adaptation of information systems to a wide variety of applications;
- Organize and lead staff development programs for site and District personnel;
- Organize and develop procedures and communications for implementation of computer applications;
- Direct and supervise others in the performance of duties as assigned to achieve a high degree of accuracy and efficiency;
- Establish and maintain cooperative and effective working relationships with others;
- Plan and organize for future needs;
- Communicate well, both orally and in writing.

EXPERIENCE

Five years experience in education technology, electronic data processing, performing a variety of operations that may have included support services, programming, networks, and/or systems analysis. At least two years of experience in a supervisory or management capacity is required. Experience in a public school setting or teaching experience in a K-12 environment are highly desirable.

EDUCATION

Graduation from an accredited 4-year college or university with a degree in Computer Science, Information Systems, Business, Education, or related field.