

**Monticello Public Schools**  
**ISD #882**  
**JOB DESCRIPTION**

**Position Title: Director of Technology**

**Department: Technology**

**Exempt Status: Exempt**

**Reports To: Superintendent of Schools**

**Date Revised: December 13, 2016**

**Approval: Assistant Superintendent**

**JOB SUMMARY:** Responsible for leadership, administration and strategic direction for information, communication, and technology related services. Plans coordinates and supervises the operations of the (IT) Technology Department. Responsible for innovative and integrated use of technology-based solutions throughout the organization.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

15% Leadership and Strategic Planning

- A. Provide leadership for researching, planning, developing and implementing and evaluating technological solutions aligned with the District strategic plan initiatives.
- B. In partnership with the Director of Curriculum and Assessment, develop digital solutions for learning and assessment and related staff development.
- C. Administer, supervise and provide leadership for technology and IT program, functions, budgets and staff including Technology Coordinator, Desktop Support Specialists and HelpDesk Support staff.
- D. In partnership with the District Administrative Team and Principals, develops strategic direction, operational plans, action objectives, procedures and practices. Participate in short and long term planning for technology resources.
- E. Coordinate District communication strategies (Internet presence) and collaborate with others in the process by ensuring that policies support a learning environment. (Internet AUP and Social Networking).
- F. Coordinate and participate in preparing reports for federal grant applications and Minnesota Department of Education required submissions.
- G. Serve on the District Staff Development Committee, Superintendent Cabinet and building technology committees as needed.

15% Educational Environment

- A. Lead infusion of innovative technologies into all aspects of education. Stay abreast of state and national standards, benchmarks, and frameworks for technology literacy.
- B. Communicate the effectiveness of technology in professional activities (model, inform, and demonstrate how technology assists with productivity).
- C. Have a high level view across the school system and work with instructional and technical teams to identify steps needed to transform the technology vision into a long-range plan, complete with specific goals and objectives.
- D. Work with key system leaders, people networks and or learning communicates (e.g. math teachers) and department to identify steps needed to meet curriculum goals.

- E. Facilitate equitable access to technology resources for all stakeholders.
- F. Maintain safety of network systems from potential vulnerabilities and issues, cybersecurity and best preventive practices.
- G. Model and ensure awareness about pertinent laws and legal issues related to implementation and use of technology in a district (copyright, privacy, compliance).
- H. Integrate technology with curriculum and instruction to provide an appropriate teaching and learning environment.
- I. Identify and promote how technology can support educational best practices through communication and collaboration with the district instructional leadership.

15% Managing Technology and Support Resources

- A. Develop and implement disaster recovery and business continuity plans that are an integral part of the district's technology program.
- B. Provide security protocols and procedures for data access and sharing.
- C. Serve as the District representative to TIES as TIES Coordinator and as TIES Online Access Security (TOAS) Officer.
- D. Manage the deployment, monitoring, maintenance, development, upgrade and support of all IT systems including telecommunications, servers, PC's, mobile devices, operating systems, hardware, software and peripherals.
- E. Assist in day to day operations of core student information, human resources, food service, communications, community education, student activity systems and applications.
- F. Extract, transform, and load district data to disparate systems.
- G. Continually improve the technical service operations systems, processes and policies in support of the Monticello School District mission.
- H. Ensure excellent end-user (customer service) technical support services; reporting, tracking and management of incidents and problems.
- I. Develop and implement efficient business process and planning.
- J. Coordinate processes and communications between technical support and schools, departments, programs and business units.
- K. Sustain all tasks related to technical systems, network infrastructure and technology device management.
- L. Measure, monitor and work to drive down incident levels. Ensure that the Help Desk actively participates in improving the usability and reliability of all Monticello School District technology services.
- M. Develop, manage, and monitor service level agreements with internal and external partners/vendors.
- N. Manage Monticello School District fiber optic network and Gopher State One requests for locate within range of the District's buried network connecting buildings and locations.
- O. Demonstrate commitment to responsible environmental protection and energy –saving practices.
- P. Communicate to stakeholders the appropriate ethical and professional behavior for technology use in the district.

20% Team Building and Staffing

- A. Manage technology coordinator, desktop support specialists and help desk technicians.
- B. Design, facilitate and plan training and development for IT operations staff.
- C. Organize, plan and conduct regular team meetings.

- D. Provide feedback to individuals and team on a regular basis regarding areas of strength and required growth, using quantitative and qualitative data.
- E. Empower staff to reach a proficient level to meet the ongoing demands of their jobs.
- F. Plan for and coordinate ongoing, purposeful professional development.

10% Communication Systems Management

- A. Direct and coordinate use of email, district websites, web tools, messaging systems, phone, and voice system.
- B. Accommodate technical issues related to implementation of various communication tools.
- C. Resolve design, accessibility, and compliance issues related to keeping district, school and teacher websites and other communication tool updated and operational.
- D. Enhance communication by keeping up to date on emerging technologies.
- E. Maintain communication systems by ensuring that they are updated, compliant, and operational.

10% Business Management

- A. Manage the technology budget and guide purchasing decisions.
- B. Identify funding sources available to the District (eRate and Telecommunications Access Grants) and leverage them to meet district and programmatic goals.
- C. Develop annual and long-range budget.
- D. Develop accurate pricing estimates for technology initiatives by using TCO (total cost of ownership).
- E. Make effective purchasing decisions following relevant laws, policies and guidelines.
- F. Direct, manage and negotiate with vendors and business partners.

10% Data Management

- A. Establish and maintain systems and tools for gathering, warehousing, mining, integrating and reporting data in usable and meaningful ways.
- B. Administer data and databases following industry standards (SIF).
- C. Coordinate and assist in data compilation, analysis and reporting for District department requirements.

5% Professional Development

- A. Maintain active memberships in professional organizations.
- B. Attends meetings, in-services, workshops and conferences as required.

Performs other duties as assigned or requested.

**WORK REQUIREMENTS AND CHARACTERISTICS:**

**Education/Certification Requirement:**

- Minimum Bachelor's degree with an emphasis or major in Business, Education, Information Systems or Equivalent - *Required*
- Master's degree - *Preferred*
- Administrative licensure – *Preferred*
- Consortium of School Networking Certified Education Technology Leader Certification - *Preferred*

**Experience:**

- Minimum of 5 years of experience in information technology end-user support services or district level administration – *Required*

- Minimum of 3 years supervisory experience - *Required*
- Experience using and managing a team & related technical functions-*Required*
- Experience in school or educational setting – *Preferred*
- Experience with project management best practices- *Preferred*

### **Essential Skills Required to Perform the Work:**

- High level of knowledge of systems integrations and coordinate the interoperability.
- Knowledge of data migrations, data loss management, and security standards.
- Knowledge of educational technology and network administration and the role of technology to enhance efficiency and effectiveness of current practices.
- Comprehensive working knowledge of cloud based, web and local area communication networks, servers, clients and system components including data, voice, and video.
- Excellent written and verbal communication skills.
- Knowledge of bid and RFP processes, purchasing, aligning purchases to goals and needs, asses' management life cycle and management of budgets and the budget planning process.
- Excellent interpersonal skills and a collaborative management style with both technical and non-technical people with constructive conflict management skills and positive customer service skills.
- Ability to prepare and administer technology policies, practices, and procedures.
- Ability to establish and maintain effective working relationships with school officials, associates and general public.
- Ability to coordinate internal and external resources to support network and system services.
- Ability to identify complex problems and review related information to develop and evaluate options and implement solutions.
- High level knowledge of all systems used in the school district and ability to assess operability for end users and supervise management of systems.
- Ability to assess and understand needs of multiple computing platforms.
- Knowledge of how to find evidence and examples of successful solutions for each district system and department and integrate components.
- Ability to take a vision and transform into a plan with goals and action plans.
- Ability to learn, understand, support and train for new technologies.
- Knowledge of emerging communication tools and their potential use within the education environment.
- Ability to understand urgency of an issue.
- Ability to constantly make decisions and act within District and building policies, procedures and guidelines.
- Ability to give work direction, work as a team and interrelate with others.
- Ability to maintain confidentiality.
- Knowledge of district, federal, e-rate policies and procedures for maintaining records.
- Knowledge and awareness of pertinent laws and legal issues related to implementation and use of technology in a district (privacy, compliance, copyright).

### **Machines, Tools, Equipment, Electronic Devices, and Software Required:**

- Operates PC and Macintosh workstations; multi-function printers/copiers/scanners; network equipment; wireless/handheld devices; firewall appliance; sound fields and projection displays.
- Operates phone and voicemail system.

### **Supervision of Other Employees:**

- Train and orientate others, gives work direction during work in process and oversees completed work
- Manage and supervise a team of IT Professionals.

**Physical Job Requirements:**

- Position includes sitting in the same position for extended periods of time and with continual computer keyboarding.
- Position involves moving about within the buildings and work area.
- Regularly required to sit, stand, walk, talk, hear, reach with hands, arms and occasionally lift and or move up to 10 pounds.
- Vision abilities include close vision and extended hours of screen time.

**Mental Job Requirements:**

- Position involves multitasking and organizing and prioritizing work assignments while dealing with interruptions.
- Position requires response to urgent situations without warning without an established protocol for management
- Position involves responding to multiple and, at most times, simultaneous requests for assistance from administrators, building staff and teachers.
- Position manages multiple projects and deals with many deadlines.
- Position involves problem solving and troubleshooting complex issues on own initiative.
- Position involves learning new technologies and systems integrations on own initiative.
- Position involves exploring options, advising, and selecting among solutions.
- Position involves responsibility for multiple systems without alternative options and 24/7 user interface requirements.

**Working Conditions:**

- Majority of work is performed in an office setting in a school building with little exposure to the outdoors.
- Work with interruptions, multi-task, organize and prioritize work assignments.
- Position involves travel between buildings.
- Position involves exposure to server and electrical equipment, noise and dust from hardware.
- Position involves frequent exposure to printer inks and toner.
- Position may involve extended hours to respond and resolve urgent situations and after hours for meetings.

**Job Outcomes:**

- Projects a positive, cooperative and respectful attitude with students, parents, other employees and community members.
- Manage mission critical systems for every student and every employee to learn, to work, to collaborate and to succeed.
- Manage current systems and technology plan within district approved technology budget.
- Facilitate equitable access to technology resources for all stakeholders.
- Demonstrate high standards of integrity and professional conduct, fairness and honesty follow administrator code of conduct.

***This description describes the general nature and work expected of an individual assigned to This position. Employees may be required to perform other job-related duties as requested by their supervisor. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.***