

ASSISTANT DIRECTOR OF TECHNOLOGY AND NETWORK SUPPORT & OPERATIONS

DISTINGUISHING FEATURES OF THE CLASS: Work involves responsibility for effective utilization of information systems, staff and instructional technology to increase effectiveness of the educational program and support systems of the District. Responsibilities include development, implementation and management of educational technology and information systems in a school district, including ongoing configuration, maintenance, operation, disaster recovery planning, protection, security, diagnosis, troubleshooting and resolution of system problems. The incumbent is responsible for daily operations of all school administration and student information systems, including student registration, staff attendance, computer-based instruction, and any related systems and/or software applications, as well as management of configuration, maintenance and repair of all computer related equipment, accurate data integration across all District systems, coordination of training and support services for system users. Work is performed under general supervision of a higher level school technology administrator, requiring the exercise of independent judgment in carrying out details of the work. Direct supervision is exercised over subordinate clerical and technical support staff. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Directs, coordinates and ensures implementation of all tasks related to technical infrastructure support, industry standards, and integration of technology into every facet of District operations;

Plans and coordinates all tasks related to technical systems, network infrastructure, and technology management;

Coordinates use of technology to improve all aspects of District operations including e-mail, District websites, web tools, voice systems, data systems, infrastructure, and other systems to ensure efficient and effective District technological operations;

Coordinates with vendors to ensure implementation of effective and efficient solutions to support the District's instructional program and operational functions;

Acts as lead project manager on projects related to network operations;

Advises District leadership and stakeholders on trends in network design and infrastructure enhancements;

Assists in update and maintenance of departmental policies and procedures, including Responsible Use Policy (RUP) and Disaster Recovery Plan;

Ensures District technology systems' compliance with all applicable federal, state, and local regulations including CIPA, COPA, NYSED Law 2d, and Board of Education policies;

Assists in facilitating District participation in the federal USAC e-Rate program;

Assists in development of annual technology budget;

Assesses and evaluates instructional and operational software and hardware applications;

Coordinates with other District personnel to assist with strategic decisions in support of District's strategic roadmap;

Supervises and directs the work of technology service and support personnel and ensures high quality service and support to District end users;

Provides professional learning opportunities as appropriate to technology support staff, instructional staff and District leadership;

Performs a variety of related activities as required.

*Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.*

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of principles and practices of computer hardware and software and data management systems and operations; good knowledge of sound financial and business administrative, budgeting, purchasing and cost containment practices and procedures in a public agency; good knowledge of procedures used in compiling, tabulating and verifying statistical data; knowledge of New York State assessments, school administration/student information systems and related software applications; good technical aptitude and ability stay current with changes in technology; ability to manipulate data to produce reports, tables, charts, etc.; ability to plan and direct the work of others; ability to develop, understand and follow complex oral and written instructions; ability to communicate clearly and effectively, both orally and in writing; ability to establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS: Either

- a) Master's degree in computer science, computer information systems, communications, technology or a related field and four (4) years of experience in providing technology services in an educational environment, three (3) years of which must have been in a supervisory capacity; or
- b) Bachelor's degree in computer science, computer information systems, communications, technology or a related field and six (6) years of experience in providing technology services in an educational environment, three (3) years of which must have been in a supervisory capacity; or
- c) Associate's degree in computer science, computer information systems, electrical engineering technology or a related field and eight (8) years of experience in providing technology services in an educational environment, three (3) years of which must have been in a supervisory capacity; or
- d) An equivalent combination of training and experience as described in a), b) or c) above.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post secondary, degree-granting institution.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS: In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.