Township of Union Public Schools
Job Specification

Position Title: **District Director, Information Technology & Operations**

School District: Union Township Public Schools
Office: Superintendent
Department: Information Technology
Reports To: Assistant Superintendent of Schools
Updated: March 23, 2016

JOB SUMMARY & SCOPE

The candidate for the position of District Director, Information Technology & Operations will be responsible for managing the IT applications and infrastructure services, which support the Township of Union Public Schools.

The position reports to the Union Township Board of Education – Assistant Superintendent of Schools.

The District Director, Information Technology & Operations is a key leadership position responsible for all areas of information technology planning, architecture, standards, documentation, deployment, capital and expense spending and day-to-day IT operations and support services. The position requires exceptional management skills, technical systems experience, communication skills and proven ability to develop and implement an overall IT strategy in alignment with the Union Township Board of Education's and Superintendent's goals and objectives for the Township students and faculty.

Hands-on technical abilities with all facets of network/server/desktop computing is essential and experience implementing and supporting an enterprise or multi-location business or school system's information technology application and infrastructure environment is highly desired.

Implementing and supporting cloud based applications for eMail, Office Productivity, Collaboration and eCommerce Web site development and support experience is also highly desired. Candidate must be able to effectively lead and motivate District IT staff as well as provide guidance and support to key Board of Education leaders, school administration and faculty/staff.

As a Senior IT Leader for the Union Township School District the candidate will be responsible for representing the School District's – Information Technology Interests with local suppliers and vendors who support the Union Township Public Schools.

In addition, all Information Technology and Application support issues, escalations and change management requests related to the services provided to the Union Township Public Schools.

The ideal candidate will have the ability to visualize, architect, implement IT best practices, procedures and processes, which are appropriate to handle the growth of the School District.

The ideal candidate will act as a single point-of-contact for the coordination and management of production issues back to the Assistant and Superintendent of Schools, Administration and Faculty.

The ideal candidate will be responsible for leading project management efforts towards the successful delivery of key IT application and infrastructure projects throughout the School District.

Furthermore, the District Director, Information Technology & Operations will have typical Sr. Level Management duties of mentoring staff, monitoring career development, hiring/firing/performance appraisals, budgets, scheduling and reporting/presentations to the Superintendent of Schools and Union Township Board of Education.

DUTIES & RESPONSIBILITIES

The candidate for the position of District Director, Information Technology & Operations will be responsible for managing all School District – information technology applications and infrastructure services supporting the Students, Staff and Administration within the Township of Union Public School (TUPS) system including:

Duties:
- Evaluate the current state of the School District's - Information Technology operation across all School and Administration facilities
- Work with Assistant Superintendent to document, develop and implement the School District's Information Technology roadmap
- Partner with the District's Information Technology Support Teachers in the evaluation and selection of education applications and information technology productivity software to be integrated into the classroom instruction and monitor the success of the implementation and ongoing support requirements across the School District
- Keeping self and staff informed of new Curriculum trends and practices both in Information Technology and in the field of Education in general
- Lead the Staff in a continuous evaluation of Information Technology program and improvements based on identified student needs, research findings and technological trends
- Work with the Assistant Superintendent and members of the School District's Technology Committee to coordinate efforts on the integration of Information Technology solutions into the Curriculum, including the development of a K-12 Core Competency Information Technology Curriculum

Responsibilities:
- Process state and federal requirements of technology programs, e.g., State Technology plans, E-rate submissions, annual State Technology Surveys, Assessments of 8.1 literacy standards reported on the annual survey, NCLB Title IID program requirements
- Oversee the efforts of the Student Data Manager application and other building and district staff processes in the maintenance of the district student management system
- Support district staff in their efforts to use the student data management system to access data for State reporting.
- Act as liaison for grading program problems encountered by teachers which cannot be resolved by school administrators
- Manage and maintain the District email solution including policies, procedures and support of individual user account activation, removal, restore and or access issues
- Work in close partnership with the Superintendent, Administration, Staff, and Community leaders to develop and implement initiatives and programs which enhance our Students learning experience
- Provide leadership and set clarity of direction for all IT operational activities within the School District
- Create and communicate a compelling vision. Make the vision sharable by IT personnel and user communities; inspire trust and motivate the IT team
- With the input of all functional areas develops and executes short range and long range information technology operation plans
- Assign responsibilities for tasks and manage results. Set clear goals and objectives. Monitor and measure performance to plan. Deliver timely, objective and actionable feedback on performance
- Manage close relationships with Staff and Administration, by focusing on process improvement, devising innovative solutions to curriculum challenges, making the best use of existing systems, developing system enhancements and providing continuous systems and application training
- Ensure administration and documentation of computerized systems, databases, networks and web-based applications are in compliance with Professional, District, Local and State standards and policies. Ensure compliance with PCI, HIPAA, Board of Education, District, County and State audit control procedures, reporting and recommendations
- Ensure the Information Technology organization is structured and has the talent, resources and organizational capability (readiness) to grow with the School District; Gives feedback to the Assistant Superintendent on talent needs and organizational capability (people & process) needed to achieve higher levels of continuous improvement
- Strong leadership which builds, develops, and manages an IT organization capable of executing the IT strategic plan and maximizes team member's full career potential

ORGANIZATION & ADMINISTRATION

Organization:
- Direct and assist members of the technology office in carrying out their responsibilities and district policies and regulations
- Keep Assistant Superintendent informed of activities and needs of the technology program and office
- Cooperate with the district administrators in the recruitment and hiring of staff to technology related positions. Post, interview and hire students for summer work and school-year work at the high school
- Help prepare and administer a budget, which reflects the technology plan, and supports curriculum and instruction for the district. Track all accounts on an ongoing basis, monitor spend and approve all technology purchase orders
- Oversee technical support staff efforts to maintain district telephone system, including annual summer setup up of voice communication for staff, (voice mail accounts and auto-attendant accounts), troubleshooting, and resolution of phone and phone network problems, compilation of two semi-annual phone directories
- Maintain a district hardware and software asset inventory
- Maintain and regularly upgrade the library automation system and media equipment
- Support the creation of networks in new construction, including voice, data and security systems
- Maintain the district Website with content input from the Communications Specialist, including providing for accounts and links for individual teachers' websites
- Manage the district's web-based survey subscription in order to produce web-based surveys for district use

Administration:
- Work with Assistant Superintendent to coordinate work of all technology support teachers with designing and regularly upgrading K-12 technology competencies
- Annually evaluate and monitor the implementation of the district technology plan
- Annually analyze the strengths and weaknesses of the school system's technology program
- Work with the Assistant Superintendent to investigate funding alternatives and financing options.
- Prepare and manage district wide budgets related to the purchase and maintenance of hardware, software, the network and in-service training programs
- Provide guidance and expertise in the purchase, implementation and maintenance of classroom hardware and software and the building and district data and voice network. Check and evaluate price quotes received on Information Technology and Audio Visual equipment
- Directly coordinate the technology of the Media Centers including budgeting for, and purchase of, hardware and software, online district-wide databases, and support of the Automated Library Management System
- Coordinate the purchase of district AV equipment including its maintenance and repair and setups for use by the District and the public.

FACULTY / ADMINISTRATION STAFF SUPPORT

Supervision & Evaluation:
- Provides leadership and direction for the continued personal and professional improvement of technology support teachers; promotes "emergent leadership"
- Observes and confers with teachers as prescribed by state, district and building policies and regulations
- Prepares the summary evaluation and a meaningful professional improvement plan for each technology support teacher
- Prepares an evaluation for each technology office staff member
- Monitors the progress of each technology support teacher and technology office staff member in addressing his professional improvement plan

Staff Development & Support:
- Work with the District Staff Development Committee to coordinate its efforts in addressing Staff training needs for technology
- Produce, and compile results from, an annual Technology Use Survey of teachers to provide information for creation of technology staff development and to provide statistics for state and grant reporting
- Conduct appropriate in-service programs and assist in the design and implementation of building and district staff development programs utilizing the Summit Institute. Provide staff training, including orientation, ongoing training and continuous support.
- Coordinate technology introduction orientation seminars for the Summer WATT- New Teacher training. Conduct the annual district-wide technology in-service
- Provide consistent, on-site, technical support for staff and any other responsibilities developed

CORE COMPETENCIES

- Forward thinker capable of understanding and anticipating business needs and proactively developing and building systems and processes in order to meet them in advance
- Self-motivated to take initiative and drive results in a fast-paced, changing environment
- Critical creative problem solver who can quickly provide solutions while delegating an action plan
- Ensure details of systems, processes, and plans are thoroughly outlined and executed correctly and on time
- Set high standards for their team and drive to ensure that they are met and/or exceeded
- Experience in managing teams
- Experience in managing multi-million dollar budgets
- Excellent communication skills, with proven teaching and mentoring skills
- Familiar with new technologies as they relate to implementing new systems; stay current with state of the art developments and integration technologies
- Ability to work with end users and represent their issues/concerns and requests

SKILLS

- Extensive knowledge of Information Technology systems, application software development and support
- Working knowledge of IT server systems operations - server administration, routers, switches, firewalls, Active Directory, low voltage cabling and tape back-up etc...
- Working knowledge of LAN/WAN/WiFi infrastructure and services
- Understands Microsoft and Linux server operating systems
- Understands MS SQL and or Oracle database software
- Working knowledge of Citrix / Terminal Services / VDI and server virtualization technologies
- Working knowledge of Telecom/PBX/VOIP – including digital, analog circuits and SIP based VOIP
- Working knowledge of Wide Area Networks, IPSEC tunnels and DNS/Domain management
- Working knowledge of Lotus Notes or Microsoft Exchange (Outlook) or Office 365 or Google Documents and Google Mail applications
- Broad understanding of business and education based applications
- Experienced in moving an organization to the Cloud for business productivity application use
- Ability to manage multiple concurrent projects and priorities
- Experience developing, implementing and maintaining IT policies, procedures and compliance standards. Sarbanes-Oxley, ITIL, PCI experience are desirable
- Ability to communicate technical concepts to both technical and non-technical audiences
- Strong analytical and problem solving skills. Passion for learning new technologies
- Highly self-motivated
- Excellent verbal and written communication skills

JOB CONTACTS

- Students
- Parents
- Faculty / Staff
- Administration
- Superintendent of Schools
- Assistant Superintendent of Schools
- Direct Reports
- Community / the Public
- State Representatives
- Local Representatives
- Vendors

QUALIFYING EXPERIENCE & EDUCATION

- Must have 5 - 10+ years of IT management level experience
- Must have 10 -15 years' experience managing and deploying IT solutions within an organization

- Have excellent integrity and demonstrate good moral character and initiative
- Exhibit a personality which demonstrates interpersonal skills to relate well with Students, Staff, Administration, Parents and the Community
- Must have demonstrated leadership, listening, written and verbal communication / mentoring skills
- Time management, project tracking and excellent organizational skills are essential
- Must have experience in mentoring staff towards delivering best in class solutions

- Must be able to manage production system outages
- Must have technical capability to identify, analyze and resolve complex process-oriented problems
- Must be able to think through immediate needs to implement long-term process-oriented solutions
- Must be able to easily identify and articulate overall project goals/objectives
- Must have a track record of managing multiple complex projects
- Must have Sr. level skills with planning projects, process management, status reporting, and presentations
- Must be able to manage pressure of implementation deadlines

- Hold and maintain a valid driver's license with no serious violations
- Provide proof of U. S. citizenship or legal resident alien status by completing Federal Form I-9 in compliance with the Immigration Reform and Control Act of 1986
- Provide evidence a criminal record history check has been conducted and clearance given by the Department of Education. During the initial six month period provide a sworn statement that the individual has not been convicted of a crime or a Disorderly Persons Offense in accordance with 18A:6-7.1
- Provide evidence of Health status is adequate to fulfill the job functions and responsibilities, with reasonable accommodation pursuant to 42 U.S.C. 12101 and in accordance with N.J.A.C. 6:3-4A.4
- Pass the state required Mantoux Intradermal Tuberculin Test as required by N.J.A.C. 6:3-4A.4
- Such alternatives to the above qualifications as the Superintendent may find appropriate
- Any one of the preceding may be waived for good cause

Educational Requirements:
- BS degree in Computer Science, MIS, Business Administration or demonstrated equivalent experience required

TERMS OF EMPLOYMENT

- Salary and work year to be determined by the Board of Education
- Annual Evaluation: Performance of this job will be evaluated in accordance with NJ State law and the provisions of the Board of Education's policy on evaluation.

BOARD OF EDUCATION

Approved by   Date