

DIRECTOR II -TECHNOLOGY SUPPORT

DEFINITION:

Under the general direction of the Director, Technical Services, leads the District's technical support program and team; develops and executes objectives for the technical support team in alignment with District and IT Department goals; manages complex projects and support initiatives; evaluates support needs and program effectiveness; constructs and implements plans to ensure access to sustainable, reliable user technology and support.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Architects and directs a comprehensive District-wide technical support strategy aligned with long-term educational and operational goals.
- Drives enterprise-level improvements in service delivery by researching and implementing industry-standard best practices and emerging support technologies.
- Establishes and governs high-level procedures for issue escalation and customer service standards to ensure a seamless support experience across all sites.
- Leads the strategic planning and funding for the procurement, distribution, support, decommissioning and replacement of all student and staff devices.
- Directs initiatives to support equity of technology access, identifying and closing gaps for students and staff.
- Establishes and implements District-wide standards for hardware and software, ensuring technology investments are sustainable and interoperable.
- Oversees the execution of complex technical projects, including site assessments and technology refreshes, ensuring alignment with facilities and instructional needs.
- Serves as the primary technical expert and liaison for District leadership related to technology hardware implementations, advising on and collaboratively addressing the technical implications of curricular, programmatic, and regulatory changes.
- Assigns and directs staff to meet technology needs, priorities and timelines. Establishes, enforces, and evaluates procedures for issue response and escalation. Reviews and updates support assignments to assure effectiveness and balance workload.
- Supervises, provides training and work direction to and evaluates assigned technical support team personnel.
- Coordinates with school site administrators and technicians to identify and proactively address current and future technology needs.
- Manages the selection and implementation of specialized technologies and device policies to accommodate diverse program and individual needs, including assistive technologies, career-technical education programs, and user-specific accommodations.
- Leads District-wide technology planning, resource prioritization and communications in coordination with the IT Management Team.
- Directs and coordinates resources, including staff, contractors, equipment and training to support implementations of new technology, refresh projects and other initiatives.
- Leads complex technical projects including requirements definition, budget development, stakeholder engagement, technical design, implementation, staff training and communications.
- Oversees device management systems, device configurations, and policies to ensure reliable performance, responsive support, and the protection of data and District systems.

- Directs the response to complex technical issues to facilitate a thorough investigation, sound diagnostic practices, and implementation of a full resolution. Evaluates findings and implements changes in practice and technology as necessary to minimize recurrent issues.
- Facilitates effective communication and collaboration within the support team, between technicians and other IT divisions, and with consultants and vendors.
- Oversees technology purchasing and device repair and replacement programs. Analyzes and maintains the associated program budget.
- Collaborates with educational agencies, private corporations and other technical resources to continuously assess and improve IUSD technical support.
- Maintains current specialized and advanced knowledge of technology support principles and techniques; maintains appropriate technology certifications or demonstrates equivalent knowledge.
- Coordinates with facilities and maintenance staff to successfully incorporate technology standards into new construction and renovation projects.

QUALIFICATIONS GUIDE

Knowledge of:

- Advanced principles of IT service delivery frameworks, including incident, problem, and change management at a District-wide scale.
- Methodologies for the planning, procurement, sustainable deployment, and decommissioning of large-scale diverse hardware fleets.
- Knowledge of specialized technologies, including assistive devices and educational software programs , to ensure equitable access.
- Principles of lifecycle and budget planning.
- Techniques for supervising large, geographically dispersed technical teams, including mentorship, workload balancing, professional learning program design, and team culture-building.

Ability to:

- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and collaborative working relationships with others.
- Work under pressure.
- Research and resolve complex technical issues.
- Evaluate technical solutions efficiently and thoroughly.
- Train, schedule and supervise assigned personnel.
- Plan and organize work. Prioritize and schedule work.
- Learn, apply and implement new technologies quickly in a rapidly changing environment.
- Problem-solve and adopt an effective course of action.
- Meet schedules and timelines.
- Work independently with little direction.

EDUCATION/EXPERIENCE:

Any combination equivalent to: bachelor's degree in management information systems or a related field and four (4) years of progressively responsible experience in a technical support lead or supervisor role.

Licenses and other Requirements:

- Possess and maintain a valid California Driver's License (Class "C")

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sitting, standing and walking for extended periods of time.
- Seeing to read a variety of materials.
- Hearing and speaking to exchange information.
- Dexterity of hands and fingers to operate a computer keyboard.
- Reaching overhead, above shoulders and horizontally.
- Bending at the waist, kneeling or crouching.
- The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds with assistance as needed.
- Capable of traveling to various sites/facilities within a reasonable timeframe using the employee's personal vehicle

WORK ENVIRONMENT:

Office environment. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. Employee will be required to visit school sites and facilities.