

DIRECTOR IV: TECHNICAL SERVICES

DEFINITION

Under the general direction of the Assistant Superintendent of Information Technology, the Director IV: Technical Services provides strategic leadership, planning, and management for the District's IT infrastructure and technical support services. This role is responsible for ensuring the reliability, security, and scalability of the District's technology backbone while fostering a service-oriented culture that supports both administrative operations and instructional innovation.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Direct the District's Network Services, Systems Administration, and Technology Support functions, ensuring consistent performance and service quality.
- Supervise, evaluate, and develop the capacity of assigned management staff and technical staff.
- Establish team expectations, service standards, and operational processes to maintain a customer-focused, continuous-improvement culture.
- Manage complex, cross-functional initiatives from planning through implementation and transition to operations—delivering on scope, timeline, budget, and service outcomes.
- Lead long-range planning, lifecycle management, and end-to-end operations for the District's network and infrastructure environment—including WAN/LAN, datacenter operations, servers, storage, backups, and related on-prem and cloud platforms—to ensure high availability, performance, scalability, and reliable support.
- Define and implement technical standards for infrastructure, endpoint platforms, and related hardware/software to support evolving District needs.
- Direct systems administration, including identity and access management, across a variety of educational and operational systems.
- Lead District-wide technical support services, including device management, printing systems, and site-based support models.
- Ensure equitable, timely, and effective support across schools and departments through clear service expectations, ongoing professional learning, and proactive monitoring and escalation of issues.
- Partner with stakeholders to align service delivery with instructional and operational needs while managing capacity and priorities.
- Partner with IT and District leadership to develop and implement comprehensive cybersecurity strategies to safeguard data privacy and system security.
- Ensure operational readiness for incident response, disaster recovery, and business continuity as it relates to technical services (e.g., backups, recovery procedures, resiliency planning).
- Develop and manage budgets for technical services; forecast resource needs and align investments with strategic priorities; Identify and leverage funding opportunities through federal, state, and private grant and discount programs (e.g., E-Rate).
- Lead product selection, procurement and vendor management for infrastructure and support services (planning, technical specifications, contract and price negotiations, and performance oversight).

- Facilitate effective communication between technical teams and District leadership, school administrators, and educational staff. Provide clear, actionable updates to District leadership on infrastructure health, risks, performance, and improvement initiatives.
- Coordinate education technology professional learning and community engagement events.

QUALIFICATIONS GUIDE

KNOWLEDGE OF

- Enterprise-level network engineering, systems administration, and technical support management principles and practices.
- Cybersecurity best practices, threat mitigation strategies, and data privacy requirements.
- Datacenter and cloud infrastructure operations.
- IT Service Management (ITSM) frameworks and best practices for help desk operations.
- Public agency procurement processes, contract management, and associated regulations (including E-Rate program requirements).
- Current trends and emerging technologies in K-12 education and enterprise IT.
- Principles of effective supervision, evaluation, organizational leadership, and public-sector budgeting.

ABILITY TO

- Provide high-level strategic leadership for diverse technical teams.
- Analyze complex technical issues and develop innovative, scalable solutions.
- Communicate technical concepts effectively to non-technical stakeholders, both orally and in writing.
- Manage multiple high-priority projects simultaneously in a fast-paced environment.
- Establish and maintain cooperative and effective working relationships with staff, vendors, and the community.
- Lead with a service-oriented mindset, prioritizing the needs of students and staff.
- Exercise sound judgment and maintain confidentiality in sensitive matters.

EDUCATION and/or EXPERIENCE

- Any combination of education and experience equivalent to a Bachelor's or Master's degree in computer science, information technology, business administration, or a related field.
- Five (5) years of increasingly responsible experience in technology leadership or enterprise IT management, including at least three (3) years in a supervisory capacity.
- K-12 technology leadership experience is highly desirable; CTO Mentor certification preferred.
- Relevant technical and professional certifications (e.g., PMP, Aruba Networking, Microsoft Security/Administration) or equivalent training are preferred.

LICENSES AND OTHER REQUIREMENTS:

- Valid California Class C Driver's License.

PHYSICAL DEMANDS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to stand; walk, reach with hands and arms; stoop, kneel, crouch, or crawl; and talk or hear. The employee must occasionally lift and/or move up to 25 pounds.

WORK 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.

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