Job Title: Director of IT Operations, Assets, and Budget
Exemption Status/Test: Exempt
Reports to: Chief Information Officer
Date Revised: September 1, 2015
Dept. /School: Technology and Information Services

Primary Purpose(s)/Secondary Role(s):

- Provide leadership responsibility for all aspects of IT Procurement
- Establish processes and timelines for setting, managing, updating, and monitoring all IT standards for all IT components
- Serve as the budget and fiscal manager for the TIS group
- Build and maintain a high quality, timely, and informative fiscal management program for all TIS initiatives and daily operations
- Adopt and implement an Information Technology Services Management (ITSM) program in support of Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)
- Responsible for the following IT business processes: problem/resolution management, asset and configuration management, and process improvement and management
- Oversight and management responsibility for all IT hardware and software assets, using an integrated approach to asset management
- Coordination and management of cloud services across the school district
- Provide secondary support for the following processes: customer service, change management, release management, procurement management, research and best practices management, Network Operations Center (NOC), strategic planning, and security management (data, network, etc.)
- Define, document, propagate, manage, and continuously improve standards and processes that are followed by other groups within and outside TIS to ensure that IT as a whole can effectively deliver high-quality services and projects to the GISD in a manner that is efficient, reliable, secure, and compliant with applicable policies and regulations
- Measure and report on the department's performance with respect to all IT-related processes, SLAs and KPIs

Qualifications:

Education/Certification:
Bachelor's degree in Computer Science, MIS, or a Bachelor's degree in Business Administration required

Master's degree in Business Administration preferred, a minimum of five to seven years of experience in technical role as well as a minimum of ten years in a leadership role

Special Knowledge/Skills:
Advanced skills in finance, leadership, communication, and conflict resolution
Solid understanding of industry best practices and standards including ITIL
Proficiency required in developing return on investment (ROI)/Business Value models and managing the ongoing assessment of project delivery quality
Ability to work effectively and collaboratively in a team environment and with employees at all levels/areas of the school district
Capacity to promote and follow Board of Education and Superintendent Policies, and School and Department policies
Ability to communicate, interact, and work effectively and cooperatively with all people, including those from diverse ethnic and educational backgrounds

Recognition of the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator

Experience:

Minimum seven year(s) of experience working with technical applications/functions such as asset management, HP Services Manager, Novell Service Desk, etc.

Required Skills:

1. Microsoft Office applications, Student Information Systems, Enterprise applications, and other IT applications
2. Specialized project management, diagramming and software; MS Project and Web tools
3. Working knowledge of SQL

Major Responsibilities and Duties:

1. Engage key end-user groups and stakeholders in Steering and Governance processes, with a focus on building a clearer, more effective, and more collaborative IT strategy in line with school district, school, and customer needs.
2. Empower end-users and stakeholders in new ways to access and manage resources (hardware, software and processes) on their own, while ensuring that overall system is maintained.
3. Create a collaborative environment for hardware and network staff, workgroups in TIS and other departments to achieve success on joint initiatives and projects.
4. Guide strong, customer-centric work of the procurement and other lead staff in technology implementation projects.
5. Ensure that all projects are managed using project management best practices and checklists, while ensuring the inclusion of strong testing and contingency plans, and producing high quality network and system documentation.
6. Work with colleagues to identify opportunities to improve operations through changes to existing processes and/or establishment of new processes; prioritize and organize those opportunities into a roadmap; and lead individual initiatives within the context of that roadmap
7. Update existing and establish new performance metrics and lead periodic reviews with department management.
8. Communicate with services suppliers to ensure, and if need be, resolve service delivery capabilities.
9. Model, support and lead continuous improvement of technology skills, customer service, and support processes, while drawing inspiration form public and private sector organizations that have implemented industry best practices including frameworks and standards such as ITIL, ISO 9000, Six Sigma, etc.
10. Collaborate with TIS leadership in the planning and implementation of technology roadmaps.
11. In partnership with GISD stakeholders, continually assesses the school district-wide need to replace software systems and applications, while providing an updated budget that accurately estimates IT spending with 12-month detailed breakdowns and 60-72 month projections.
13. Perform other duties as assigned.

Supervisory Responsibilities:

- Actively maintain a culture of shared leadership with other TIS Directors
- Foster a culture of accountability so that all TIS staff know what they need to in order to be considered successful
Help to create a growth path for all staff through such efforts as peer-to-peer mentoring and cross-training, while requiring staff to engage in vendor/industry training seminars and accredited continuing education programs.

Mental Demands/Physical Demands/Environmental Factors

Tools/Equipment Used: Standard office equipment including personal computer and peripherals; standard instructional equipment
Posture: Moderate standing; occasional kneeling, squatting, bending and stooping
Motion: Moderate walking
Lifting: Regular light lifting and carrying (less than 15 pounds); occasional moderate lifting and carrying (15-44 pounds)
Environment: Work inside; may occasionally work outside (exposure to sun, heat, cold, and inclement weather); exposure to noise
Mental Demands: Work with frequent interruptions; maintain emotional control under stress

This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsible and duties that may be assigned or skills that may be required.