

# DeKalb County School District Position Specification

Title: Deputy Chief Technology Officer

<b>DIVISION:</b> Information and Instructional Technology	<b>GRADE:</b> ASP
<b>DEPARTMENT:</b> Information and Instructional Technology	<b>WORKDAYS:</b> 246
<b>REPORTS TO:</b> Chief Information Officer	<b>FLSA STATUS:</b> Exempt
<b>RETIREMENT:</b> Teachers Retirement System	<b>APPROVED (HR):</b> January 2024

## General Statement of Job

Under limited supervision, provides oversight for the operation, maintenance, and support of the DeKalb County School District's (DCSD) technology infrastructure including, but not limited to, all devices, data centers, networking systems, physical security components, and telecommunication services. The Deputy Chief Technology Officer assists the Chief Information Officer in ensuring compliance with established goals and strategic plan by maintaining organizational technological strategy, defining the requirements for new technology implementations, and communicating them to key stakeholders.

## Specific Duties and Responsibilities

### Essential Functions:

The following duties are representative for this position. The omission of specific statements of duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Tasks and responsibilities will be in concurrence with implementing the Strategic Plan and Aligned Management System.

<ul style="list-style-type: none"><li>Supervises the facilitation and coordination of all activities related to daily operations of hardware, networks, data centers, telecommunications, physical security, and support services that support learning and business functions of the district. Includes verifying operational status and security, troubleshooting issues, and taking corrective action.</li></ul>
<ul style="list-style-type: none"><li>Leads development of standards for the acquisition of equipment, software, and services and informs updates to district technology-related policies, procedures, administrative rules and regulations and guidelines.</li></ul>
<ul style="list-style-type: none"><li>Guides technology infrastructure-related strategic initiatives and operational goals by coordinating evaluation, deployment, and management. Ensures appropriate resource capacity planning and managing risks/barriers to ensure continued forward momentum in projects.</li></ul>
<ul style="list-style-type: none"><li>Collaborates with IT Security in the implementation of security strategies.</li></ul>
<ul style="list-style-type: none"><li>Leads ongoing inspection of the use of technology infrastructure to ensure functionality and efficiency; identify the need for upgrades and configurations for new systems.</li></ul>
<ul style="list-style-type: none"><li>Collaborates with division leadership on the implementation of a change management process that ensures information and technology infrastructure decisions is documented, evaluated, and implemented effectively.</li></ul>

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<ul style="list-style-type: none"> <li>Collaborates with central office and school-based leadership to ensure accountability in the effective accessibility to technology infrastructure as well as business continuity and disaster recovery plans and protocols.</li> </ul>
<ul style="list-style-type: none"> <li>Meets with representatives of manufacturers, vendors, professional and business organizations to build relationships, solicit cooperation, and resolve problems including utilizing cost-efficient contracts and agreements.</li> </ul>
<ul style="list-style-type: none"> <li>Prepares, administers, and monitors appropriate department budgets.</li> </ul>
<ul style="list-style-type: none"> <li>Communicates and collaborates with the public through telephone inquiries, public meetings, and special appearances; represents the district at a variety of meetings and conferences; investigates and resolves public inquiries and complaints. Attends all Board of Education meetings and prepares reports as requested.</li> </ul>
<ul style="list-style-type: none"> <li>Champion the district's commitment to providing equitable access to technology for all students and staff.</li> </ul>
<ul style="list-style-type: none"> <li>Serves as an emergency contact person for matters pertaining to the district's technology infrastructure on a 24/7 basis.</li> </ul>
<ul style="list-style-type: none"> <li>Performs other duties assigned.</li> </ul>

**Education and/or Experience**

- Master's degree in Information Technology and/or related field required.
- Minimum seven (7) years of progressive managerial/managerial level experience.

**Certificates, Licenses, Permits:**

- ITIL Certification, PMP, and/or Six Sigma Certification is preferred.

**Knowledge, Skills & Abilities:**

**Knowledge** of principles, practices, and techniques that support the efficient operation of information technology environments including hardware, networking, and telecommunication services; strong strategic planning skills, well-developed leadership and management skills; ability to develop new concepts to integrate seemingly unrelated processes; organizational and department planning and operational procedures; the organization of specific assigned area; budgeting and spending, labor issues and efficiencies; principles and methods for establishing goals, objectives and implementation plans to accomplish technology solutions for identified needs; the role of information and educational technology in an educational agency.

**Skill in planning and directing** in a large technology division that involves coordination and integration of multiple interrelated activities and projects. Preparing and maintaining multiple operating budgets and provide budgetary support and feedback to technology department directors. Formulates and implement program goals, objectives, and schedules. Develop and implement strategic plans and changes required to achieve agency goals and objectives. Comprehend and interpret laws, rules, regulations, and policies pertaining to programs and services. Communicates effectively, both orally and in writing. Supervise, train, and evaluate the work of assigned staff and establish and maintain collaborative relationships with executive staff, departmental directors, vendors, and local and regional technology staff. Manage client relations to ensure development of service objective expectations. Present ideas and concepts clearly and concisely. Conduct meetings utilizing consensus building techniques and conflict resolution strategies.

**Ability to direct and administer** the programs and services of a non-profit educational and/or service organizations. Establish objectives and procedures governing the performance of assigned activities among employees. Develop and understand financial and/or operating reports. Maintain confidential information.

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Plan and develop course of study suitable for adult learners and implement a comprehensive plan. Demonstrate sufficient physical stamina to deliver training programs. Use relevant computer applications. Prioritize assignments and manage multiple tasks simultaneously.

**ADA Requirements:**

**Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing is required only occasionally and all other sedentary criteria are met.

**Reaching:** Extending hand(s) and arm(s) in any direction.

**Fingering:** Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling.

**Talking:** Expressing or exchanging ideas by means of the spoken word. One must have the ability to convey detailed or important spoken instructions to others accurately, loudly, or quickly.

**Hearing:** Ability to receive detailed information through oral communication; and to make fine discrimination in sounds, such as when making fine adjustments on machined parts with or without correction.

**Vision:** The ability to perceive the nature of objects by the eye. Acuity (near and far vision), depth perception (three-dimensional vision), accommodation (adjustment of lens to eye to bring an object into sharp focus), field of vision (area that can be seen up and down or to the right or left while eyes are fixed on a given point) and color vision (ability to distinguish and identify colors) are required factors.

**Repetitive Motions:** Substantial movements (motions) of the wrists, hands, and/or fingers.

**Performance Factors:**

**Interaction with Others:** Ability to maintain, on a regular and consistent basis, relationships that are not characterized by high levels of hostility, social withdrawal, or failure to communicate. Ability to be flexible in situations relative to daily routines. Ability to demonstrate sensitivity to the differences among diverse populations.

**Concentration:** Ability to maintain workflow and thought processes in the presence of frequent distractions. Ability to ignore irrelevant sights or sounds and intrusive thoughts or stimuli. Ability to manage multiple tasks simultaneously with only few or no errors.

**Stressful Circumstances:** Ability to produce quality work when short or unexpected deadlines is presented. Ability to adjust work processes without incident when new and unexpected directions are given relative to a project that may be in process. Ability to maintain composure and not compound a situation when interacting with persons who may be angry, demanding or otherwise less than polite.

**Independent Judgment:** Ability to complete work tasks without being given procedure directions relative to works steps or the final project.

**Decision Making:** Ability to make appropriate business decisions.

**Organizational Skills:** Ability to establish priorities; simultaneously manage multiple tasks; and deliver a quality work product by a designated deadline.

**Attention to Detail:** Ability to recognize errors or layout features that detract from the physical attractiveness or accuracy of a work product.

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**Public Contact:** Ability to communicate professionally and effectively, both verbally and in writing, with superiors, colleagues, and other individuals within and external to the school system. Ability to demonstrate professionalism while interacting with others and to maintain constructive working relationships.

**Attendance and Dependability:** Ability to be depended on to report to work at the scheduled time and to seldom be absent from work. Ability to complete work in a timely, accurate manner and to be conscientious about work performance.

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