



# Director, Technology Support Services

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|--------------------|--|-------------------------|-----|
| <b>Reports to:</b> | Deputy Chief Technology Officer        | <b>Job Code:</b>        | HR  |
| <b>Department:</b> | Information & Instructional Technology | <b>Structure/Grade:</b> | 132 |
| <b>Division:</b>   | Information & Instructional Technology | <b>Workdays:</b>        | 246 |
| <b>Retirement:</b> | Teachers Retirement System             |                         |     |

## Position Summary

Under limited supervision, DeKalb County School District seeks a visionary and collaborative leader to be the Director of Information Technology Support Services. In this pivotal role, the Director will spearhead the strategic direction and day-to-day operations of our IT support team, ensure seamless technology delivery, and foster a culture of innovation that empowers our students, teachers, and staff to excel.

## Essential Job Duties

- Provide strategic direction and vision for the Call Center, Help Desk operations, and local school technology support, aligning technology initiatives and activity with the district's educational goals and priorities.
- Provide strategic direction and vision for the Call Center, Help Desk operations, and local school technology support, aligning technology initiatives and activity with the district's educational goals and priorities.
- Collaborate with all IT departments, district-wide divisions, school administrators, and staff to identify and address technology needs.
- Oversee the delivery of technical support services, including hardware and software troubleshooting, user training, and network management.
- Proactively monitor and address potential technology issues to minimize disruptions and ensure uninterrupted learning and work.
- Develop, maintain, track, and communicate Service Level Agreements to set expectations and measure IT support performance.
- Build and maintain strong relationships with stakeholders across the district, including administrators, teachers, staff, and students.
- Champion the district's commitment to providing equitable access to technology for all students and staff
- Stays current with trends and research in technology and attends related conferences and ongoing training
- Serves as an emergency contact person for matters pertaining to the district's technology infrastructure on a 24/7 basis.
- Performs other duties as assigned.

## Qualifications

- Master's Degree in Information Technology, Computer Science, or a closely related field from a Professional Standards Commission-approved accredited college or university, and a minimum of five (5) years of administrative/managerial experience in IT Operations, End User Support, or related fields is preferred.
- If a Master's Degree is not held, then a Bachelor's Degree in Information Technology, Computer Science, or a closely related field from a Professional Standards Commission-approved accredited college or university, and a minimum of nine (9) years of administrative/managerial experience in IT Operations, End User Support, or related fields is required.



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- Minimum of 3 years of documented experience leading technical operational and solution delivery teams preferred.

### Knowledge, Skills, and 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; providing budgetary support and feedback to technology department directors; formulate 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; communicate effectively, both orally and in writing; supervise, train, and evaluate the work of assigned staff; 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 organization; establish objectives and procedures governing the performance of assigned activities among employees; develop and understand financial and/or operating reports; maintain confidential information; plan and develop course of study suitable for adult learners; develop and implement a comprehensive plan; demonstrate sufficient physical stamina to deliver training programs; use relevant computer applications; prioritize assignments; and manage multiple tasks simultaneously.

### Physical Demands and Work Environment

- 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 are required only occasionally, and all other sedentary criteria are met.
- Extending hand(s) and arm(s) in any direction.
- Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling.
- Expressing or exchanging ideas using the spoken word. Those activities in which one must convey detailed or important spoken instructions to others accurately, loudly, or quickly.
- Ability to receive detailed information through oral communication and make fine discrimination in sounds, such as when making fine adjustments on machined parts with or without correction.
- The ability to perceive the nature of objects with the eye. Acuity (near and far vision), depth perception (three-dimensional vision), accommodation (adjustment of lens to the eye to bring an object into sharp focus), the field of vision (the 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.



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- Substantial movements (motions) of the wrists, hands, and/or fingers.

### Supervisory Responsibility

- None

**Disclaimer: Information** contained within this position specification only summarizes information for interested individuals. The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position. If there is a discrepancy between the information in this position specification, the current documents obtained in the Division of Human Resources will always govern. The DeKalb County School District reserves the right to modify, alter or discontinue these reference materials for any reason.

*Reviewed/Revised: MM/DD/YYYY*

By signing below, I agree that I have read and understand the requirements and the essential functions of this position.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_