



Deputy Chief, Technology Officer

Reports to:	Chief Information Officer	Structure/Grade:	ASP
Division:	Information and Instructional Technology	Workdays:	246 Days

Position Summary

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 the strategic plan by maintaining the organizational technological strategy, defining the requirements for innovative technology implementations, and communicating them to key stakeholders.

Essential Job Duties

- Supervises the facilitation and coordination of all activities related to the 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.
- 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.
- 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.
- Collaborates with IT Security in the implementation of security strategies.
- Leads ongoing inspection of the use of technology infrastructure to ensure functionality and efficiency; identifies the need for upgrades and configurations for new systems.
- Collaborates with division leadership on the implementation of a change management process that ensures information and technology infrastructure decisions are documented, evaluated, and implemented effectively.
- Collaborates with central office and school-based leadership to ensure accountability in effective technology infrastructure accessibility and business continuity and disaster recovery plans and protocols.
- 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.
- Prepares, administers, and monitors appropriate department budgets.
- Communicates with the public through telephone inquiries, public meetings, and special appearances; represents the district at various meetings and conferences; investigates and resolves public inquiries and complaints. Attends all Board of Education meetings and prepares reports as requested.
- Champion the district's commitment to providing equitable access to technology for all students and staff.



- Serves as an emergency contact person for matters pertaining to the district's technology infrastructure on a 24/7 basis.
- Performs other duties assigned.

Qualifications

- Master's degree in Information Technology and/or related field required.
- Minimum seven (7) years of progressive managerial/managerial level experience.
- ITIL Certification, PMP, and/or Six Sigma Certification is 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 the coordination and integration of multiple interrelated activities and projects. Preparing and maintaining multiple operating budgets and providing budgetary support and feedback to technology department directors. Formulates and implements 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 the 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 courses 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.

Physical Demands and Work Environment

- Constantly required to exchange accurate information.
- Constantly operates a computer and other office machinery.
- Constantly observes details at close range.

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.



- Frequently remains in a stationary position.
- Occasionally moves about inside an office.
- Occasionally moves office equipment weighing up to 25 pounds.
- Constantly works in an indoor environment.

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

Employee: _____ Date: _____

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Reviewed/Revised: 01/23/2025