Northfield
PUBLIC SCHOOLS

POSITION DESCRIPTION
NORTHFIELD PUBLIC SCHOOLS
April 2022

SECTION I: GENERAL INFORMATION

Position Title: Director of Technology Services	Department: Technology Services
Immediate Supervisor's Position Title: Superintendent	FLSA Status: Exempt
Band/Grade/Subgrade: D-6-2	Bargaining Unit: Non-Union Administration

Job Summary:
Under the direction of the Superintendent, the Director of Technology Services is responsible for assuring the effective and efficient operation and support of the district's technology systems, including the network, devices, and general use applications. The Director of Technology Services manages technology services staff to assure effective recommendations concerning the design, implementation and maintenance of existing network operations, systems and components. The Director of Technology Services also provides technical support to users in troubleshooting and resolving connectivity issues, monitoring and coordinating network security, system back ups and virus protection. The Director of Technology Services, evaluates, recommends and implements network enhancements and in develops technology strategies and procedures.

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES

Duty/Responsibility No:	1	Statement of duty/responsibility: Manages the District's technology support staff to ensure reliable technology that allows the realization of the District's technology vision.
Percent of Time:	20	

Tasks involved in fulfilling above duty/responsibility:
- Manages and directs the District's technology support staff's daily priorities and activities in an effort to provide reliable access to computing that supports the District's mission and vision.
- Participates as an active member of the technology support staff, providing support to staff and students across the District as needed.
- Annually evaluates the District's technology reliability and support through stakeholder surveys and support staff evaluation.

Duty/Responsibility No:	2	Statement of duty/responsibility: Provides technical support, training and assistance to district staff and end users of the network.
Percent of Time:	30	

Tasks involved in fulfilling above duty/responsibility:
- Ensures the technology services department develops the knowledge and skills to effectively support district adopted equipment and general software.
- Responds to technology support requests regarding network access, cloud-based services, and locally hosted and

managed systems
- Provides troubleshooting support to technology staff regarding support requests or specific technology projects
- Researches and shares information regarding best practices in maintaining a secure and dependable network

Duty/Responsibility No:	3	Statement of duty/responsibility:
		In collaboration with the network assistant, administers, documents, maintains and monitors district technology systems, servers, web-based services, and network infrastructure.
Percent of Time:	30	

Tasks involved in fulfilling above duty/responsibility:
- Develops and maintains documentation systems regarding design, technical information, service and support of network infrastructure
- Collaborates with various district departments in implementing, maintaining, and supporting programs and servers including email, human resources and finance programs, building servers and switches/routers, wireless network, mobile device management, internet filtering, and the student information system.
- Performs preventive maintenance activities on all network servers, switches, routers, and firewalls.
- Updates and installs operating system patches and upgrades as needed to ensure security and functionality of district systems

Duty/Responsibility No:	4	Statement of duty/responsibility:
		Assists the superintendent in developing and updating district technology policies and procedures pertaining to network operations and procedures.
Percent of Time:	5	

Tasks involved in fulfilling above duty/responsibility:
- Recommends systems to maintain and improve network functionality and security
- Researches options for procedures and policies related to optimization of the district network
- Informs and assists with implementation of new policies and procedures that will affect end users of our network

Duty/Responsibility No:	5	Statement of duty/responsibility:
		Provides technical support and assistance to other departments as needed in assuring continuous connectivity and access to required programs, as well as assisting with data management and syncing between systems when possible.
Percent of Time:	5	

Tasks involved in fulfilling above duty/responsibility:
- Provides direct support to district services regarding network access, data management, and systems used for administrative purposes
- Assists in determining best practice and selecting new software and systems used by building administrators, district services, and programs serving multiple stakeholders
- Troubleshoots problems with district tools and systems as needed by end users

Duty/Responsibility No:	6	Statement of duty/responsibility:
		Coordinates backing up all network resources. Checks the accuracy of backup jobs. Restores system files, as necessary.
Percent of Time:	5	

Tasks involved in fulfilling above duty/responsibility:
- Creates and follows protocol for backing up data and resources including files and email
- Accesses data backups as needed and requested by school and district personnel

Duty/Responsibility No:	7	**Statement of duty/responsibility:**
		Performs other comparable duties of a like or similar nature as assigned.
Percent of Time:	5	

Tasks involved in fulfilling above duty/responsibility:
- Keeps abreast of changing trends, developments and technologies.
- Serves on various ad hoc committees or task forces, as appropriate.
- Manages large scale technology projects as needed.

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

EDUCATION/KNOWLEDGE REQUIREMENT: Minimum education required to perform adequately in position could reasonably be attained only by completing the following:

REQUIRED EDUCATION/TRAINING (choose one)			DEGREE INFORMATION: Type of degree: (B.S., M.A., etc.)
	less than high school diploma		Bachelor's degree preferred. District would also accept a combination of a two-year college or technical school certification/degree or commensurate related experience as determined at the sole discretion of the hiring administrator.
	High school diploma or GED.		**Major field of study or degree emphasis:** Computer science, information technology, or a closely related area.
	1 year college	x **2 years college**	
	3 years college	**4 years college**	
	1st year graduate level		**Essential knowledge and specialized subject knowledge required to perform the essential functions of the job:**
	2nd year graduate level		• Building, maintaining, and rebuilding (when necessary) trusting relationships with all district staff, students, families, and the community.
	Doctorate level		• Coaching and training of staff to elevate their best qualities and improve areas where growth is required. • Transparent, tactful, and timely written, verbal, and nonverbal communications. • Technical expertise and certification as outlined in this job description. • Cultural competency to effectively serve district staff, students, families, and community members from diverse backgrounds. • Efficient management and evaluation of departmental goals and operations with a commitment to continuous improvement.

Required Work Experience in Addition to Formal Education/Training:
A minimum of three years previous and directly related experience.

Required Supervisory Experience:
Previous supervisory experience preferred but not required.

LICENSE/ CERTIFICATION	**Identify licenses/certification required upon hiring:** Appropriate network administration license or experience demonstrating a proven history of successfully managing technology similar to current district infrastructure and platform.

RESPONSIBILITY FOR DIRECT SUPERVISION OF THE FOLLOWING POSITIONS

Titles of Positions Directly Supervised	# of Employees
Assistant Network Manager	1
Technology Specialists	3
Information System Specialist	1
TOTAL	**5**

INDIRECT SUPERVISION:

Number of employees indirectly supervised: 0	Total: 0

HAZARDOUS WORKING CONDITIONS: *The essential duties of the work are performed under various physical hazards or environmental conditions noted.*	Work responsibilities are performed in a typical school setting. There are minimal hazards and risks associated with the performance of this classification.

PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities

Employee is required to:	Never	1-33% Occasionally	34-66% Frequently	66-100% Continuously
Stand			x	
Walk			x	
Sit		x		
Use hands dexterously (use fingers to handle, feel)				x
Reach with hands and arms			x	
Climb or balance		x		
Stoop/kneel/crouch or crawl			x	
Talk or hear				x
Taste or smell	x			
Physical (Lift & carry): up to 10 pounds				x
up to 25 pounds				x
up to 50 pounds		x		
up to 75 pounds	x			
up to 100 pounds	x			

more than 100 pounds	X				

PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities

Physical requirements associated with the position can be best summarized as follows:

Medium Work:
Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to lift, carry, push, pull or otherwise move objects in the performance of the job

SECTION IV: CLASSIFICATION HISTORY AND APPROVAL

This Position Description reflects an accurate and complete description of the duties and responsibilities assigned to the position.

_____   _____
        Signature – Department Head   **Date**

_____   _____
        Signature – Human Resources   **Date**

Classification History:

Prepared by BCC 12/04
Retitled per Director request 4/04
Updated to current standards 05/2010
Updated to reflect changes 5/2016
Updated to reflect changes 4/2022