DIRECTOR - INFORMATION SERVICES

DEPARTMENT/SITE:	Information Technology Department	**SALARY SCHEDULE:** **SALARY RANGE:** **WORK YEAR:**	Classified Administrators' 12 12 Months (260 Days)
REPORTS TO:	Chief Technology Officer or assigned designee	**FLSA:**	Exempt

BASIC FUNCTION:
Coordinate, plan, organize, support, and supervise the District's Information Services functions; develop, implement, monitor, and coordinate Information Services projects and activities; consult and advise District personnel on system-related issues; train, supervise, and evaluate the performance of assigned staff. The incumbents in this classification assist in providing students and staff with reliable computer and internet accessibility which directly supports student learning.

ESSENTIAL FUNCTIONS, DUTIES, AND TASKS:
The following list of functions, duties, and tasks is typical for this classification. Incumbents may not perform all the listed duties and/or may be required to perform other closely related or department-specific functions, duties, and tasks from those set forth below to address business needs and changing business practices.

Plan, organize, control, and direct the operations of the Information Systems Services team; develop, implement, and evaluate long-range goals for the application of data systems and technology; monitor progress toward goal attainment; coordinate priorities and manage projects.

Consult and advise District personnel on Information Services-related issues; evaluate and recommend upgrades, improvements, changes, or enhancements to District information systems; ensure accurate data collection and reporting from District information systems.

Perform specialized technical work involving data analysis and program evaluation; responsible for the integrity of data in the District's information systems; work closely with Information Technology department staff for system support and to help ensure information systems availability and security.

Collaborate with Information Technology Department management in developing goals and objectives; direct staff in accomplishing these goals and coordinate timelines for implementation.

Provides in-depth knowledge and expertise of the District's various information systems and databases.

Direct District and site staff regarding the use of the SIS (Student Information System), ERP (Enterprise Resource Planning) system, and other District information systems.

Coordinate, manage, and oversee State and Federal data collection, reporting, and submission processes.

Interpret Federal, State, and local government regulations, policies, and procedures as they relate to data reporting requirements; develop data collection and reporting procedures to ensure compliance.

Establish, coordinate, and implement district-wide uniform standards for data entry, management, reporting processes, and guidelines based on various District information systems capabilities as well as the needs/requirements of local, state, and federal programs.

Communicate with District staff, county office personnel, third-party vendors, service providers, and software vendors.

Coordinate projects and activities; meet with staff regularly to discuss problems and activities; serve as a resource to staff by advising on complex assignments and special projects; assist staff in making decisions.

Train, supervise, and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination, and disciplinary actions.

Assign work and determine priorities; be responsible for effectively using staff resources; develop and maintain training programs.

Attend and participate in staff meetings and in-service activities; attend workshops, conferences, and classes, which increase professional knowledge of new technologies, information systems, and software.

Consult with and participate in department projects; work cooperatively with all district departments and school sites to provide support for related goals of the District.

Monitor and inspect the work of contractors and vendors for quality and conformance with contractual agreements.

Evaluate emerging information systems and technologies and provide timely recommendations for system improvements and upgrades.

Develop, organize, and prepare technical documentation, operating policies and procedures, and management-related reports for the District and sites.

Perform classification-related duties as assigned for ensuring the efficient and effective functioning of the work unit and the District, including various mandatory District trainings.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Principles, capabilities, and limitations of information technology, application development, and computer systems.
Project control and management techniques.
Policies, procedures, rules, and regulations of the Information Technology department.
Principles, methods, and problems of operating an electronic data processing computer and peripheral equipment.
Principles and practices of supervision, training, and staffing.
Conflict resolution techniques and practices.
Applicable laws, codes, regulations, policies, and procedures.
Interpersonal skills using tact, patience, and courtesy.
Information Technology-based policies and standards.

Data security best practices.
Multiple operating systems and applications, including word processing and spreadsheet software.
Structure Query Language (SQL) and database administration.
Principles and techniques of systems and programming work including analysis and design.
K-12 school districts and related information systems.
Correct English usage, spelling, grammar, and punctuation.
Basic math, including calculations using fractions, percentages, and/or ratios.

ABILITY TO:
Plan, organize, support, and direct the day-to-day Information Technology Department operations and functions.
Coordinate and collaborate activities within the Information Technology Department.
Write and review technical policies and standards.
Consult and advise District personnel on information services-related issues.
Analyze user needs or problems and design clear and logical procedures, and systems to meet specific requirements.
Interview, select, train, supervise, and evaluate the performance of assigned staff.
Create a positive work environment and support staff in connecting with District and Programs' mission and goals.
Communicate effectively, both orally and in writing, with employees and administrators.
Interpret, apply, and explain rules, regulations, policies, and procedures.
Establish and maintain cooperative and effective working relationships with others.
Analyze situations accurately and adopt an effective course of action.
Manage multiple simultaneous projects from inception to completion.
Meet schedules and timelines.
Troubleshoot, analyze, and resolve problems.
Work effectively, both independently and as a member of a team.
Plan and organize work.
Prepare narrative and statistical reports.
Anticipate and resolve information services issues and problems.
Develop and implement training programs for information services and related applications.
Consider a variety of factors when using equipment.

EDUCATION AND EXPERIENCE:
Any combination equivalent to a bachelor's degree in business administration, information systems, computer science, or related field and five (5) years of relevant, recent, increasingly responsible experience in support of information systems in a service-based Information Technology department, including at least four (4) years working in a lead/supervisory capacity. Public school experience desired.

LICENSES AND OTHER REQUIREMENTS:
Must possess a valid California driver's license and the ability to maintain qualification for District vehicle insurance coverage.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.
School sites and district offices.
Demanding timelines.
Subject to frequent interruptions and daily contact with staff and public.

Driving a vehicle to conduct work.
Weekend (Saturday and Sunday) and night work on an as-needed or on-call basis.

PHYSICAL DEMANDS:
Hearing and speaking to exchange information and make presentations.
Seeing to read a variety of materials.
Dexterity of hands and fingers to operate a computer keyboard.
Reaching overhead, above the shoulders, and horizontally.

HAZARDS:
Traffic hazards.

CLEARANCES:
Criminal Justice Fingerprint / Background
Tuberculosis
Pre-placement Physical and Drug Screen