

**RIVERSIDE UNIFIED SCHOOL DISTRICT**

**CLASS TITLE: DIRECTOR IV, TECHNOLOGY SERVICES**

**WORK YEAR: 12 Months**

**VACATION: 27 Days**

**SALARY: Range 1**

**REPORTS TO: Assistant Superintendent, Instructional Support**

**BASIC FUNCTION:**

Under the direction of the Assistant Superintendent, Instructional Support, administer the functions of the Technology Services Division including the management of staff, budgets, and procurement processes required to provide efficient production scheduling, deliver effective problem management, and ensure high levels of customer service.

**REPRESENTATIVE DUTIES:**

Provide backup for the Assistant Superintendent of Instructional Support, acting on his/her behalf, as required

Develop, maintain, and publish schedules for production processing, network availability, and staff coverage

Direct the selection, assignment and evaluation of managers and classified personnel in the division

Direct the operation of advisory committees, as identified in the RUSD Technology Use Plan

Direct the hiring, training, supervising, and evaluation of staff to maintain optimum performance

Develop standards and procedures affecting the use of information and communications technologies within the District

Direct District data reporting processes according to established State and Federal rules and timelines

Provide technical assistance to school principals, as requested, for the purpose of supporting site-based technology planning

Manage the standardization process for District network infrastructure, connectivity, and computer hardware and software

Develop proposals for new systems or the enhancement, improvement and/or replacement of existing systems

Review and approve all system design and implementation plans and oversee major network projects, installations, and upgrades

Provide service-level statistics, work request reporting, and production job status, as required

Develop and maintain disaster recovery plans and backup procedures for critical District resources and systems

Monitor on-site and remote systems activities taking corrective action to resolve issues of response time and availability

Manage the resolution of application and system software problems impacting production systems and networks

Inform senior management of potential problems before they occur and communicate possible solutions

Fulfill departmental requirements in terms of providing work coverage hours and administrative notification during periods of personal illness, vacation or education

Perform related duties, as assigned

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Management of human capital and complex technology systems and resources

Budgeting and project management

Effective personnel supervision; including, recruitment, training, retention, and performance management strategies

Network and computing hardware and software, capacity management, and performance tuning

Contracts for software/hardware equipment purchase, lease, maintenance, and site licenses

**ABILITY TO:**

Direct the work of highly specialized teams

Establish and meet project plans, including budgets and timelines

Design systems, specify hardware/network requirements, and oversee installations of hardware, software and related equipment

Effectively present information and respond to questions from groups of managers, clients, customers and the general public

**EDUCATION AND EXPERIENCE:**

Bachelor's degree (B.A., B.S.) in computer science, telecommunications or related area, ten to twelve years of related experience, or the equivalent combination of education and/or experience

A minimum of five years of experience in managing network and/or computer operations, including Windows and/or MAC systems, is required

Knowledge of California and Federal data reporting processes, is required

Knowledge of standard RUSD systems, policies and procedures, is highly desired

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license