

## 2017-2018 TECHNOLOGY SENIOR LEADERSHIP TEAM – KEY RESPONSIBILITIES

POSITION:	Director of Technology	Administrative Assistant	Applications & Client Services Administrator	Client Services Supervisor	2 Client Services Support	Sr Applications Specialist	Data Analyst	Application Software Support Specialist	Network & Site Services Administrator	Site Services Supervisor	12 Site Services Support	Sr Network Specialist	2 Network Specialist	Video Media Specialist
NAME:	Yenser, Colleen	Hutchinson, Angela	Gallagher, Susan	Davey, Donna		Liermann, Alicia	Cobb, Christopher	Angiulo, Joan	Balik, Michael	Madden, Amy		Bowe, Michael	Malloy, Anthony Pecht, David	Parks, Kevin
REPORTS TO:	Superintendent	Director of Technology	Director of Technology	Applications & Client Services Administrator	Client Services Supervisor	Applications & Client Services Administrator	Applications & Client Services Administrator	Applications & Client Services Administrator	Director of Technology	Network & Site Services Administrator	Site Services Supervisor	Network & Site Services Administrator	Network & Site Services Administrator	Director of Technology
JOB SUMMARY FUNCTIONS:	<p>Overall technology infrastructure and software coordination for the District</p> <p>Website technical oversight and support for the district</p> <p>Technology representative serving on BCC and PDC</p> <p>Building/District technology support for both infrastructure and device</p> <p>Building/District technology support for all software applications</p> <p>Specialized support for STEM technology integration</p> <p>Assessment (Technology portion)</p> <p>Project management –district security cameras, Technology device inventory, sales, recycling, and purchase</p>	<p>Answers incoming telephone calls: screens callers, schedules appointments and meetings, responds to inquiries, routes calls, records accurate messages, and retrieves/returns voice mail.</p> <p>Processes daily mail: receives, opens, date stamps, sorts, and distributes. Processes outgoing mail via inter-school &amp; regular mail systems.</p> <p>Responds to, or redirects, all forms of communication.</p> <p>Maintains and updates department website.</p> <p>Submits purchase orders.</p> <p>Sets up and maintains efficient office systems and procedures: maintains filing systems in proper order for efficient retrieval; maintains confidential files.</p> <p>Interfaces with all levels of employees</p>	<p>Plans, manages, and supervises daily activities of the Client Support and Applications Support.</p> <p>Coordinates the selection and implementation of enterprise software while maintaining compliance with district procedures and vendor licensing agreements.</p> <p>Manages all aspects of the client-facing activities and processes including client service and support, project proposal, requirements gathering or analysis, release planning, user acceptance testing, and user training/documentation.</p> <p>Reviews and maintains quality assurance procedures in consultation with departments on system documentation, feasibility, testing, and implementation to ensure that they meet quality standards, user</p>	<p>Manages &amp; coordinates and manages Client Services team workload, prioritizes service requests and ensures proper request handling to full resolution within the established department SLAs. Ensures that user requests and needs are resolved in a timely manner.</p> <p>Manages daily client service issues by engaging resources from other areas in the Technology Department.</p> <p>Supports teachers, administrators, and support staff by providing building-level support and individual assistance with procedural, hardware and software issues and skills development.</p> <p>Reviews incident requests daily and report on client service performance metrics. Makes reports available to all Department</p>	<p>Supports teachers, administrators, and support staff by providing building-level support, and individual assistance with procedural, hardware and software issues and skills development.</p> <p>Troubleshoots hardware, software and network problems throughout the district.</p> <p>Delivers, unpacks, configures and installs end-user devices and/or communications equipment.</p> <p>Troubleshoots, installs, terminates, and tests network and peripheral equipment cabling.</p> <p>Installs software as per district procedures and vendor licensing agreements.</p> <p>Previews and evaluates hardware and software. Effectively uses new and existing equipment and software.</p>	<p>Serves as technical expert on all Student and Staff Information Systems to include operation and underlying technologies that support them.</p> <p>Manages data and applications to support all Educational and Business Information Systems.</p> <p>Assists in scheduling and coordinating the transfer of data into other systems for the purpose of system interfaces and ensuring the district's compliance with various reporting requirements.</p> <p>Works in conjunction with District offices to review and develop the reporting strategies and data relationships relating to the Student and Business Information Systems (SIS) and (BIS).</p> <p>Develop, publish, and maintain internal configuration documentation.</p>	<p>Develop and coordinate automated data transfer routines between applications for the purpose of system interfaces and ensuring the district's compliance with various reporting requirements.</p> <p>Work in conjunction with the Applications Team to review and develop the reporting strategies and data relationships.</p> <p>Queries and analyzes data to assist in making district decisions. Supports teachers, administrators, and support staff by providing assistance with data analysis, data structures, and related skills development.</p> <p>Serve as tier III service support for all Information Systems including operations and underlying technologies.</p> <p>Provide training and mentoring to internal staff to promote knowledge sharing.</p>	<p>Serves as support for all Student Data Systems and Staff Information Systems including operations and underlying technologies.</p> <p>Supports data and applications to support all Educational and Business Information Systems.</p> <p>Assists in scheduling and coordinating the transfer of data into other systems for the purpose of system interfaces and ensuring the district's compliance with various reporting requirements.</p> <p>Works in conjunction with the Applications Team to review and develop the reporting strategies and data relationships including the Student and Business Information Systems (SIS) and (BIS).</p> <p>Queries and analyzes data to assist in making district decisions.</p> <p>Monitors system</p>	<p>Manages all aspects of network operations for the district.</p> <p>Documents and manages disaster recovery and backup plan for the district.</p> <p>Designs, installs, upgrades, configures, and repairs local and wide area network hardware and infrastructure.</p> <p>Evaluates, tests, and recommends appropriate technology for use in the educational environment. Ensures the integrity and security of the district's data network, including telecommunications and video.</p> <p>Acts as technical lead for medium to large size technical projects (e.g., backbone upgrades, firmware upgrades, etc.)</p> <p>Coordinates and implements network changes (switches, routers, and systems hardware)</p>	<p>Assists in the selection, training, scheduling, evaluation and supervision of all Site Services technicians.</p> <p>Manages &amp; coordinates and manages Site Services team workload, prioritizes service requests and ensures proper request handling to full resolution within the established department SLAs. Ensures that user requests and needs are resolved in a timely manner.</p> <p>Works to resolve complex service requests that requires advanced skillsets by engaging the appropriate department members for collaboration or reassigns to the appropriate technician. Oversees external vendor engagement for end user requests as they relate to the Site Services team.</p> <p>Coordinates the repair or replacement of non-functioning equipment</p>	<p>Supports teachers, administrators, and support staff by providing building-level support, and individual assistance with procedural, hardware, and software issues and skills development.</p> <p>Troubleshoots hardware, software, and network problems throughout the district.</p> <p>Delivers, unpacks, configures, and end-user devices and/or communications equipment.</p> <p>Troubleshoots, installs, terminates, and tests network and peripheral equipment cabling.</p> <p>Installs software as per district procedures and vendor licensing agreements.</p> <p>Effectively use new and existing equipment and software.</p> <p>Provides office hours for students in all 1:1 schools.</p>	<p>Troubleshoots hardware, software, video, voice, cabling and network problems throughout the district. Provides supervision for the deployment of new equipment to sites (as prescribed and directed by the district).</p> <p>Provides supervision for the installation of software as per district procedures and vendor licensing agreements. Manages and monitors performance internal and external internet connectivity.</p> <p>Designs, installs, upgrades, configures, and repairs local and wide area network hardware and infrastructure.</p> <p>Evaluates, tests, and recommends appropriate technology for use in the educational environment.</p> <p>Assists with the development and maintenance of standard device images including</p>	<p>Troubleshoots hardware, software, video, voice, cabling and network problems throughout the district. Provides supervision for the deployment of new equipment to sites (as prescribed and directed by the district). Provides automated installation or imaging of software as per district procedures and vendor licensing agreements.</p> <p>Manages and monitors performance internal and external internet connectivity.</p> <p>Monitors disaster recovery and backup plan for the district.</p> <p>Assists with the development and maintenance of standard images and profiles/policies to be deployed throughout the school district.</p> <p>Coordinates the repair or replacement of down infrastructure equipment and proactively schedule and develop</p>	<p>Supports the instructional/building use of audio and video technology across the District.</p> <p>Coordinates, produce and direct district and school special events programming throughout the year including sports, music, meetings, and the arts from all schools within the District.</p> <p>Develop and maintain a positive working relationship with district administrators to promote and produce programming at all grade levels that portrays the district in a positive light and image.</p> <p>Institute, maintain and develop the District cable channel including developing and publishing a regular schedule of programming.</p> <p>Develop and implement the posting and programming of the district media server, as well as create, develop and</p>

2017-2018 TECHNOLOGY SENIOR LEADERSHIP TEAM – KEY RESPONSIBILITIES

	<p>Phones, Copiers, Scanners, Printer</p> <p>District Audio and Video</p>	<p>and external contacts: greets visitors; provides assistance and information, responding to inquiries and requests, and makes referrals to third parties when appropriate.</p> <p>Maintains and checks tickler file daily for matters requiring attention and prioritizes job assignments ensuring timely follow-through.</p> <p>Works in collaboration and coordination with other assistants to ensure accurate communication across departments.</p> <p>Meets regularly with administrator to review work and appointment schedule: discusses assignments, reviews progress of projects, agrees on goals and time tables, confirms appointment schedule, and notifies receptionist of expected visitors.</p> <p>Schedules, prepares agenda, attends, and takes minutes for meetings as required. Reserves room accommodations and makes necessary arrangements for refreshments for various meetings.</p> <p>Arranges reasonable and efficient travel plans and reserves accommodations for meetings and conferences.</p>	<p>requirements, and are easy to maintain.</p> <p>Researches and schedules training for IT staff to support current and new technology initiatives.</p> <p>Manages and coordinates day-to-day production support operations and work closely with the Network &amp; Site Services Administrator to ensure application issues are addressed in a timely fashion and in accordance with customer expectations.</p> <p>Assists in preparation and management of department budget.</p> <p>Serves as liaison between potential and existing software vendors. Researches emerging technologies with vendors for potential application within the District.</p> <p>Serves as lead technical expert on all Student and Staff Information Systems to include operation and underlying technologies that support them.</p> <p>Oversees the management of data and applications to support all Educational and Business Information Systems.</p> <p>Oversight of scheduling and coordinating the transfer of data into other systems for the</p>	<p>management personnel.</p> <p>Communicates to end-users on acute problems or preventative maintenance outages.</p> <p>Informs the Applications and Client Service Manager to discuss progress, problems, and opportunities in the buildings.</p> <p>Assists either remotely or central administrative end-users troubleshoots hardware, software, and network problems throughout the district.</p> <p>Uses remote management systems (where possible) to install software as per district procedures and vendor licensing agreements.</p> <p>Uses remote management systems to deploy and decrease delivery time of critical security and application patches.</p> <p>Assists in the development of district software images for deployment.</p> <p>Maintains hardware and software inventory reporting for all district-owned resources. Effectively uses new and existing equipment and software.</p>	<p>Assists in organizing and executing in-services and workshops.</p>	<p>Conduct periodic system testing to ensure proper recovery routines work as designed.</p> <p>Develops, publishes, and maintains user manuals and documentation manuals that promote proper and efficient use of Information Systems and ensure its availability to district users.</p> <p>Troubleshoots software problems throughout the district’s SIS and BIS information network. Works with Network team to resolve network and hardware issues.</p> <p>Installs software as per district procedures and vendor licensing agreements.</p> <p>Previews and evaluates new software.</p> <p>Supports teachers, administrators, and support staff by providing building-level, department-level, and individual assistance with procedural, hardware and software issues, and skills development.</p> <p>Support legacy systems as needed or necessary.</p>	<p>Support teachers, administrators and support staff by providing assistance with data analysis, data structures and related skills development.</p> <p>Develop, publish, and maintain documentation that promotes proper and efficient use of Information Systems and ensure their availability to district users.</p> <p>Assist in organizing and executing training activities related to the information systems/data analysis.</p>	<p>integrations and dependencies to ensure quality assurance procedures and maintains associated logs.</p> <p>Supports teachers, administrators, and support staff by providing assistance with data analysis, data structures, and related skills development.</p> <p>Develops, publishes, and maintains user manuals and documentation manuals that promote proper and efficient use of Information Systems and ensure its availability to district users.</p> <p>Provides training and mentoring to internal staff to promote knowledge sharing. Troubleshoots hardware, software, and network problems throughout the district’s SIS and BIS information network.</p> <p>Supports teachers, administrators, and support staff by providing building-level, department-level, and individual assistance with procedural, hardware, and software issues and skills development. Assists in organizing and executing in-services and workshops related to the Student Data and Staff Information</p>	<p>independently following established designs and configurations developed.</p> <p>Develops documentation of configuration and network changes.</p> <p>Coordinates development and maintenance of network benchmark standards.</p> <p>Develops and coordinates network replacement lifecycle.</p> <p>Maintains current network maps of WAN and LANs.</p> <p>Supervises network administrators and technicians.</p> <p>Assures technical development of team members through sharing of knowledge and expertise.</p> <p>Researches, provides input into recommendations, and justifies various hardware and software purchases; participates in determining hardware, software and administrative standards and procedures.</p> <p>Remains current on industry trends in information technology, investigates new technologies, and makes recommendations to</p>	<p>and proactively schedules and develops preventative maintenance programs.</p> <p>Assists with the maintenance of the district technology inventory process to ensure accuracy, as it pertains to the Site Services team.</p> <p>Provides insight to the development and maintenance of standard images and profiles/policies to be deployed throughout the school district.</p> <p>Manages projects as assigned by the Director of Technology for the purpose of implementing key initiatives associated with the district’s educational technology plan.</p> <p>Provides meaningful statistics and utilization of Site Service’s resources to the Network &amp; Site Services Administrator on a regular basis and Serves as a resource and trainer to other members of the technology team.</p> <p>Maintains up to date procedures, diagrams, and documentation of all Site Services specific processes.</p> <p>Researches and recommends to the Network &amp; Site Services Administrator detailed specifications</p>		<p>profiles/policies to be deployed throughout the school district.</p> <p>Coordinates the repair or replacement of down infrastructure equipment and proactively schedule and develop preventative maintenance programs.</p> <p>Effectively uses new and existing (district approved) equipment and software.</p> <p>Monitors network use with regard to capacity, reliability, performance and security. Also recommends to the senior management any corrective action as needed.</p> <p>Ensures that procedures are in place and enforced to comply with all software license agreements.</p> <p>Provides meaningful statistics and utilization of network resources to the Director of Technology, as requested. Maintains up to date procedures, diagrams, and documentation of all network infrastructure components and configurations.</p> <p>Serves as a resource and trainer to other members of the technology team and ensures user that requests and needs are resolved in a timely manner.</p> <p>Works on special projects as assigned by the Director of</p>	<p>preventative maintenance programs.</p> <p>Effectively uses new and existing (district approved) equipment and software.</p> <p>Monitors network use with regard to capacity, reliability, performance and security. Also recommends to the senior management any corrective action as needed.</p> <p>Ensures that procedures are in place and enforced to comply with all software license agreements.</p> <p>Provides meaningful statistics and utilization of network resources to the senior management on a regular basis.</p> <p>Maintains up to date procedures, diagrams, and documentation of all network infrastructure components and configurations.</p> <p>Researches and recommends to senior management detailed specifications for all hardware and software purchases.</p> <p>Serves as a resource and trainer to other members of the technology team and ensure user that requests and needs are resolved in a timely</p>	<p>maintain all district related video streams including, encoding, posting and playback of all live and taped broadcasts.</p> <p>Coordinate an efficient system of distribution, inventory and maintenance of all audio, video, and production equipment.</p> <p>Videotape (upon request) administrative presentations and in-service programming and maintain digital recording library and tape stock inventory. Provide audio and video duplication upon request to administration, staff, and community in accordance with current copyright laws. Provide special technology equipment set-up as necessary.</p> <p>Evaluate and recommend equipment, services and support necessary for all audio and video systems.</p> <p>Work with the other members of the IT Staff to design and implement an IP-based video distribution system to deliver content to all buildings. Design and implement systems that allow classroom teachers the ability to easily edit video content.</p> <p>Perform other duties or work on special projects as assigned by</p>
--	---	--	---	--	---	---	--	---	--	---	--	---	--	--

2017-2018 TECHNOLOGY SENIOR LEADERSHIP TEAM – KEY RESPONSIBILITIES

			<p>purpose of system interfaces, and ensuring the district's compliance with various reporting requirements.</p> <p>Troubleshoots enterprise software problems throughout the district.</p> <p>Oversees the installation process of software as per district procedures and vendor licensing agreements.</p> <p>Previews and evaluates new software.</p> <p>Supports teachers, administrators, and support staff by providing building-level, department-level, and individual assistance with procedural, hardware, and software issues and skills development.</p>	Assists in organizing and executing in-services and workshops.				Systems.	<p>the Director of Technology.</p> <p>Supervises staff assigned to the Network team.</p>	<p>for end user devices, general supplies and repair purchases.</p> <p>Works on special projects as assigned by the Network &amp; Site Services Administrator.</p> <p>Maintains current certifications necessary for the completion of job-related needs.</p>		<p>Technology or the Network &amp; Site Services Administrator.</p> <p>Researches and recommends to senior management detailed specifications for all hardware and software purchases.</p> <p>Serves as a resource and trainer to other members of the technology team and ensure user that requests and needs are resolved in a timely manner.</p> <p>Works on special projects as assigned by the supervisor.</p> <p>Remains current on industry trends in information technology, investigates new technologies, and makes recommendations to senior management.</p>	<p>manner.</p> <p>Works on special projects as assigned by the supervisor.</p> <p>Remains current on industry trends in information technology, investigates new technologies, and makes recommendations to senior management.</p>	the Director of Technology.
BOARD CMTE:	Technology Committee													