

ORANGE UNIFIED SCHOOL DISTRICT

ASSISTANT DIRECTOR, CLIENT SERVICES

DEFINITION

Under the direction of Technology Administration, provides leadership and direction for all technical teams related to Client Services; oversees the day-to-day operations providing school site and departmental installations, plans and coordinates end-user device application and operating system upgrades, repair, maintenance and customer support; manages technical training of District staff for both hardware and software usage; plans, schedules, coordinates and supervises personnel engaged in technical support services; allocates resources and sets priorities; manages technical and user support District-wide; coordinates with all District management and school site administration to plan, manage and oversee comprehensive technology programs and objectives; performs other duties as required.

ESSENTIAL DUTIES

- Identifies effective technology-based programs that support improved student achievement and works with administrators and school personnel to implement these programs.
- Contributes to the leadership and direction in technology planning, technology acquisition, applications development.
- Makes recommendations to senior staff regarding emerging technologies.
- Works with leadership to hire, train, mentor, and evaluate the most qualified staff. Coordinates personnel related issues including training and evaluating employees.
- Develops goals, objectives, policies, and procedures relating to the acquisition and implementation of technology-based solutions for the purpose of ensuring new programs/services are provided within established timeframes.
- Collaborates with others (e.g. other district departments, schools, district staff, outside agencies, etc.) for the purpose of explaining and interpreting Information Technology Department programs, policies, and activities and resolving sensitive, significant issues
- Performs personnel administrative functions (e.g. selection, training, supervising, evaluating, providing professional development opportunities, etc.) for the purpose of maintaining necessary staffing, enhancing the productivity of staff, and ensuring necessary department/program outcomes are achieved
- Prepares a wide variety of references, presentations, policy, and administrative materials (e.g. plans, budgets, funding requests, reports, analyses, recommendations, procedures, etc.) for the purpose of documenting activities, requests, and issues; providing audit references, and/or meeting compliance requirements.
- Creates and maintains strategies for hardware and software lifecycles. Maintains lifecycle budgets for employee and student devices and licensing.
- Participates in development and implementation of departmental goals, objectives, priorities, standards and procedures
- Contributes to the establishment and enforcement of technology and security policies and standards.
- Oversees the end-user device application and operating system upgrades and customer support needs of District departments and school sites.
- Manages the installation, repair, and maintenance of hardware and software and oversees inventory and the warehouse control system.

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QUALIFICATIONS

Knowledge of:

- PC and Apple hardware and software, basic networking equipment and other peripherals procedures and policies for ongoing maintenance and support of District staff technology needs
- Methods for prioritization, scheduling and dispatching technology support services
- Principles of supervision, training and performance evaluation; principles and techniques for project planning, scheduling and control
- K-12 Education business and management practice

Ability to:

- Provide guidance to technology support staff
- Supervise, coordinate, and direct staff in hardware, software and basic network installation, repair, maintenance, troubleshooting, customer support and training
- Identify and implement long-term direction for the Technical Services function
- Define specific goals, develop sound strategies and work systematically to accomplish objectives
- Use strong management skills to perform planning, directing, reporting and administrative duties
- Organize work, estimate time, and materials required
- Prepare concise reports for operational and planning needs
- Analyze proposals for hardware and software acquisitions
- Establish and maintain effective organization, community, and public relationships

EXPERIENCE AND EDUCATION

Any combination of experience and training that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the required knowledge and skill would be:

Experience:

Five or more years of experience managing information technology related environments.

Education:

A Bachelor's degree from an accredited college or university with a related major in computer science or information systems.

OTHER REQUIREMENTS

License Requirement

Possession of a valid California Motor Vehicle Operator's License

Condition of Employment

Insurability by the District's liability insurance carrier