

CAPISTRANO UNIFIED SCHOOL DISTRICT  
San Juan Capistrano, California

**DIRECTOR II, TECHNICAL SERVICES**

**DEFINITION**

Under direction of the Chief Technology Officer, the Director II, Technical Services supports the educational programs of the District by directing, managing, supervising and coordinating the activities and functions of the Technical Services department in the areas of technology planning, equipment acquisition, assistance to schools and establishment of standards for hardware and software.

**EXAMPLES OF DUTIES**

*The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification.*

1. Direct the operations of the extended Information Technology (IT) infrastructure for all District facilities ensuring effective operations.
2. Direct and provide leadership for network technology and technical services.
3. Participate in development and implementation of District and department technology goals, priorities, standards, and procedures.
4. Collaborate with management, District and Technology and Information Services (TIS) staff providing technical expertise and assistance with TIS projects.
5. Plan, schedule, coordinate and supervise personnel engaged in network design, installation, and maintenance.
6. Ensure proper product selection, bid process, ordering, receiving, imaging, implementation, delivery, repair, and eventual salvage of all district technology.
7. Coordinate work with user departments and other TIS units.
8. Collaborate with Purchasing Department regarding bid review, providing technical specifications and answering Request for Proposal (RFP) questions.
9. Perform need assessments, feasibility planning and other research and make recommendations as appropriate.
10. Determine level and nature of specialized training required to keep staff current with emerging technologies; implements training as appropriate.
11. Assist in the development, coordination and preparation of the annual preliminary budget for the Technical Services division of the Technology Information Services department.
12. Control and authorize expenditures in accordance with established limitations.
13. Keep up-to-date with trends or developments in, and evaluate and recommend adoption of new procedures and types of material or equipment used in technology.
14. Evaluate, supervise and counsel members of staff to improve employee performance ensuring staff adhere to District, state and federal professional standards.
15. Prepare and maintain a variety of reports, records and files related to assigned activities and personnel.
16. Participate in personnel management systems, including the recruitment, selection, retention and separation of personnel.
17. Attend professional learning and conference opportunities regarding District business and other topics relevant to this position, and other professional meetings.

**QUALIFICATIONS**

**Knowledge of:** Applicable sections of State Education Code and other applicable laws and collective bargaining agreements; practices and procedures of efficient organization and supervision; practices, procedures, techniques, and strategies for determining operational effectiveness; principles and practices of supervision and training; result and performance evaluation techniques pertaining to program and personnel performance effectiveness; human relations, conflict resolution strategies and team building principles and techniques; record-keeping and report preparation techniques; effective oral and written communication skills; network servers; workstation hardware and software; procedures and techniques for ongoing maintenance and support of computer users; wide area network technologies including routers, video monitoring, and telephone systems; local area network technologies including wiring, hubs, and switches; emerging trends in networking as it applies to educational technology; E-Rate procedures.

**Ability to:** Direct the functions and activities of the Technical Services division for a school district; demonstrate effective, organizational, and administrative leadership; read, interpret, apply, and explain rules, regulations, policies, and procedures; supervise, evaluate and discipline subordinates; establish, maintain and nurture professional relationships with management, colleagues, staff, and school related outside agencies; analyze and evaluate data for specific use; demonstrate organizational, time management, analytical and problem solving skills; communicate effectively both orally and in writing using tact and diplomacy; train and instruct others in performance of their duties; understand and carry out oral and written instructions; use interpersonal skills with tact, patience and courtesy; maintain confidentiality; prioritize workload and conflicting demands; establish and maintain records; incorporate new technology into future hardware and network service delivery plans; comply with the District's customer service standards, as outlined in Board Policy.

**Education:** BA/BS (or four years experience equivalent to graduation with a Bachelor's Degree) in information technology, business administration, computer science, or a related field.

**Experience:** Six years of progressively responsible professional experience in information technology, specifically in the areas of systems engineering, networking, communications and/or operating systems including four years of successful experience in a management or supervisory position. Minimum two years IT management experience. Experience in public sector or educational environment preferred.

**License:** California Chief Technology Officer Mentor Program Certification preferred.