

DEPARTMENT: SCHOOLS
CLASSIFICATION: COMPETITIVE
APPROVED: NOVEMBER 9, 2023

DEPUTY DIRECTOR OF TECHNOLOGY AND INFORMATION SERVICES

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative support position that requires a high-degree of technical ability and high-quality interpersonal skills. The work involves assisting with the direction and coordination of technology and information systems in a school district. The incumbent provides technical support; directs and coordinates projects; collaborates with third-party vendors; performs systems analysis; and assists the Director with assigned tasks. Work is performed under the general supervision of the Director of Curriculum Instruction and Technology with wide leeway permitted for the exercise of independent judgment in carrying out the duties of the position in accordance with established policies and procedures. The incumbent exercises direct and general supervision over lower-level staff. All work must be performed in a secure and confidential manner. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Directs and coordinates projects involving LAN, WiFi, and other network components, telecommunications equipment and infrastructure, and data communications/integration;
2. Collaborates with BOCES Technology Services and other third-party vendors;
3. Directs and coordinates the maintenance of an inventory of district hardware and software;
4. Maintains the district website;
5. Performs systems analyses, feasibility studies, evaluates alternatives, and recommends system enhancements;
6. Assists the Director with budget, vendor contracts, requisitions and expenses;
7. Assists the Director with the development and implementation of Disaster Recovery Plan and Continuity of Operations Plan and insurance plan development;
8. Provides direct technical support and training, troubleshoots and follows-up with solutions, and collaborates with vendors when necessary;
9. Coordinates and organizes the district's hardware loan program, WAN support, and external relationships with BOCES;
10. Assists the Director with personnel matters (e.g. staffing, supervision and performance appraisal);
11. Assists the Director in the development and implementation of district policies and procedures as it relates to technology and information systems;
12. Monitors system security for operations, infrastructure and maintains security tools and technology;
13. Monitors internal and external policy compliance and regulation compliance and resolve gaps;
14. Assists the Director with the implementation and monitoring of modern data privacy and cybersecurity protocols;
15. Oversees projects to ensure that work is performed according to specifications, timetables, and plans and identifies and reports on progress and deficiencies;
16. Utilizes computer applications or other automated systems such as security and system monitoring software, spreadsheets, word processing, calendar, e-mail, database software in performing work assignment;
17. May act as liaison with software and hardware vendors in the resolution of problems, and to discuss proposals and procurement for new equipment and products;
18. May be assigned special information technology projects by the Director.

CONTINUED

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FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of modern information technology principles, procedures, and equipment; thorough knowledge of system analysis for application to computerized methods; thorough knowledge of the planning and design of computerized operations; thorough knowledge of information security principles, policies, and practices related to hardware and software systems; good knowledge of the practices of public and business administration and budgeting; good knowledge of advanced electronic security and alarm equipment testing and installation procedures; good knowledge of the design, construction, installation and maintenance of security and alarm system equipment; good knowledge of the tools and terminology associated with security and alarm system procedures and equipment; skill in the use of information technology systems at an acceptable rate of accuracy and speed; ability to plan and supervise the work of others; ability to negotiate and enforce contracts with vendors, ability to establish and maintain effective working relationships; ability to exercise sound professional judgment in evaluating situations, making decisions, and establishing priorities; initiative; resourcefulness; tact; courtesy, maintain the strictness of security and confidentiality; integrity; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of an equivalency diploma **and one of the following:**

1. Graduation with a Bachelor's degree in Information Technology or a related field and two (2) years of satisfactory full-time paid experience in Information Technology field including supervision and management of staff; **OR**
2. Graduation with an Associate's degree in Information Technology or a related field and four (4) years of satisfactory full-time paid experience in Information Technology field, two (2) of which must have included supervision and management of staff; **OR**
3. Six (6) years of satisfactory full-time paid experience in the Information Technology field, two (2) of which must have included supervision and management of staff.

SPECIAL REQUIREMENTS:

1. Candidates for appointment will be required to undergo a state and national criminal history background investigation, which will include a fingerprint check to determine suitability for appointment. . Failure to meet the standards for the background investigation may result in disqualification.
2. Candidates must possess a valid New York State Driver's license and it must be maintained throughout one's employment. Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

NOTE: Degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.