



Poudre School District

HUMAN RESOURCES DEPARTMENT

JOB DESCRIPTION

Job Title:	Director of IT Technical Support Services & User Security	FLSA Status:	Exempt
Job Family:	Administrative	Pay Range:	H
Prepared/Revised Date:	March 13, 2023	Job Code:	10328

SUMMARY: Responsible for the support and user experience for district technology systems and services. Provides collaborative management, strategic vision, dynamic team and servant-based leadership for support, public-facing documentation, communication, and training. Directs IT support staff to communicate and support a clear, secure, maintainable, highly available environment of district tools and services in support of PSD’s teaching, learning and operations. Maintain support documentation and Service Level Agreements (SLAs). Provide guidance and coordination for site-based staff doing the work of supporting IT at their location. Work in partnership with IT leadership to align Information Technology with the overall PSD direction, strategy, and vision.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Description of Job Tasks
1. Create strategic goals and allocate and review work of assigned staff across multiple teams. Provide guidance, leadership and mentoring to develop the technical expertise needed to meet long-term business objectives. Supervise and evaluate the performance of assigned staff.
2. Direct the prioritization of assigned projects in coordination with District and IT leadership. Provide Project Management and leadership to project teams, including assignment of individual responsibilities, tasks, technical functions, and status reporting. Provide subject matter expertise. Assist with business process change management as determined by District and department requests.
3. Work with other IT staff and departments in the coordination of projects, training, procedures, communications, and administrative guidelines involving technology. Provide operational and project management.
4. Manage the Technical Support Services budgets, including vendor management and internal procurement processes.
5. Ensure the use of best practices in the delivery of technical and application support by directing crisis management, complex troubleshooting, root cause analysis, issue resolution and ownership. Assume ultimate responsibility for necessary escalations, training, and reporting.
6. Ensure compliance of the organization’s daily support activities and strategic plans to District and Department policies and administrative guidelines.
7. Plan, collaborate, and coordinate internally with staff member throughout the district as well as externally with vendors, contractors, and organizations to ensure the proper support of systems and applications in schools, instructional support groups and operational units.
8. Direct Support Center staff in process development, asset management and end user training material development.
9. Work with IT staff and District department leadership in the design of project, implementation, maintenance, support, and disaster recovery/business continuity plans for student information-related systems.
10. Ensure compliance of the organization’s daily activities and strategic plans to District and Department policies and administrative guidelines.
11. Define, document and support district IT cybersecurity habits and practices for students and staff with the senior leadership team.
12. Perform other duties as assigned.



EDUCATION AND RELATED WORK EXPERIENCE:

- Bachelor's degree in computer science, computer information systems, engineering or related field, Master's degree preferred
- Minimum of seven years of experience in IT information services, customer support, training, project management, employee management, and team leadership
- Equivalent combination of education and experience acceptable

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire
- Valid Colorado driver's license

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Oral and written communication skills
- English language skills
- Interpersonal relations skills
- Strong knowledge and understanding of K-12 instructional mandates and goals
- Strong customer service skills
- Personal computer and keyboarding skills
- Advanced organizational and time management skills
- Exemplary customer service and public relations skills
- Critical thinking and problem solving skills
- Bilingual oral and written communication skills preferred
- Ability to maintain confidentiality in all aspects of the job
- Ability to manage multiple tasks with frequent interruptions
- Ability to diffuse and manage volatile and stressful situations
- Ability to provide visionary leadership and goal setting
- Ability to determine priorities, multi-task, meet deadlines, and research and apply new technologies as necessary
- Ability to write clear and accurate documentation at both the end-user and the technical levels
- Ability to provide excellent customer service on the phone and face-to-face
- Ability to follow written documentation
- Ability to determine priorities, multi-task, meet deadlines, and research and apply new technologies as necessary
- Ability to develop processes and procedures with industry best practice guidelines
- Proficient knowledge of the concepts, theory and operation of cable and closed-circuit television systems, public address and intercom systems, video distribution/retrieval systems
- Proficient knowledge of information security concepts and practices
- Knowledge of various software applications utilized in conjunction with various interactive whiteboards, projection systems and LCD display systems
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, Superintendent policies and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers, peripherals
- Operating knowledge of and experience with Microsoft Office / O365, ticketing system, project management and other department software packages
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.



REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE
Reports to:	Chief Technology Officer
Direct reports:	Technical Support Specialist Manager
	District Support Technician Manager

- Responsible for assisting with interviewing, hiring, and training employees; assisting with planning, assigning, and directing work with 24/7/365 support; assisting with appraising performance; assisting with rewarding, disciplining, and terminating employees; and assisting with addressing complaints and resolving problems.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk			X	
Sit			X	
Use hands to finger, handle, or feed			X	
Reach with hands and arms		X		
Climb or balance	X			
Stoop, kneel, crouch, or crawl	X			
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds			X	
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze				X
Communicate				X
Copy		X		
Coordinate				X
Instruct			X	
Compute			X	
Synthesize			X	
Evaluate				X
Interpersonal Skills				X
Compile				X
Negotiate			X	



WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions		X		
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	X
Moderate	
Loud	
Very Loud	