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DIRECTOR – INFORMATION TECHNOLOGY SYSTEMS AND SERVICES

BASIC FUNCTION
Under administrative direction, provide direct leadership, oversight, expertise and support to operations, activities and staff in an assigned division under the centralized Information Technology Services Branch of the District.

REPRESENTATIVE DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Direct and oversee designated centralized Information Technology functions and staff of the District in areas such as a data center, technical service center, production scheduling functions, service desks, voice and data communication software and programming development, hardware, software and computer systems operations. *"E"*
- Administer designated information technology services and activities; assure appropriate equipment, materials, personnel and resources are available to meet District technology needs; assure compliance with applicable laws, codes, rules and regulations. *"E"*
- Serve as designated division technical and operational expert and assure proper levels of support and expertise for assigned District technologies and staff; communicate with administrators, internal staff and external stakeholders regarding designated technology programs and activities. *"E"*
- Recommend, oversee, and approve acquisition, installation, maintenance and repair of technology equipment; participate in and oversee projects and staff in development of specifications for hardware and software systems and evaluate or direct the evaluation of vendor proposals; participate in and oversee bids and proposals for service and equipment as designated, in accordance with District policy and public purchasing laws, guidelines and procedures. *"E"*
- Provide technical expertise, administrative guidance, leadership and oversight over assigned functions and staff in areas such as systems' architecture, implementation and management of the District's technology infrastructure and information systems, development and maintenance of complex software systems, databases and customized reports for individual users; development and maintenance of the District's networked information systems, including feasibility studies, systems analysis and design, programming, conversion of data, instructional technology, data storage and retrieval; hardware and software maintenance and repair; assure assigned activities support administrative and instructional technology services District-wide. *"E"*
- Demonstrate a commitment to the Portland Public Schools Equity Initiative by developing a thorough knowledge and application of the district Racial Educational Equity Policy and other board policies; participate in staff development, in-services and trainings related to diversity, equity and inclusion in the workplace and in K – 12 education; model appropriate behaviors; develop, recommend and implement improvements to educational business practices with awareness and understanding of their impact in a racially and culturally diverse community. "*E*"
- Champion best-practices in developing and deploying state-of-the-art technologies, systems and structures to maximize efficiencies; lead assigned staff, team members and District stakeholders in identifying process improvement opportunities to achieve desired goals and objectives; maintain and develop professional skills

through ongoing training and career development, including self-study, classroom training, and industry seminars and workshops; attend and participate in meetings, conferences, and seminars relevant to systems business applications development and quality assurance metrics. "*E*"

- Participate in and lead the development of strategic plans for the delivery of technology and information services to users; monitor and support plans and related projects' implementation through completion. *"E"*
- Direct the preparation of and prepare a variety of narrative and statistical reports, records and files related to assigned activities. *"E"*
- Collaborate with District organizational units that share separate and related services to enhance the integration of technological support to users. *"E"*
- Prepare and recommend assigned budgets; analyze and review budgetary and financial data; authorize and control expenditures in accordance with established policies and procedures. *"E"*
- Serve as a resource to District leadership, staff and stakeholders in proactively recommending technology purchases and upgrades to enhance business support and student learning opportunities; participate in the development and monitoring of grant proposals and applications to source funds for technology enhancements. "*E*"
- Supervise and evaluate the performance of assigned personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions. *"E"*
- Participate in and oversee staff involved in the development and delivery of department and end-user training. *"E"*
- Provide technical expertise and information to the department Chief, district staff and others regarding assigned functions and participate in the formulation of policies, procedures and programs. *"E"*
- Lead, attend and participate in a variety of meetings, workshops, conferences and trainings to maintain current knowledge of emerging technological trends; make presentations regarding District technology branch objectives, plans and achievements. *"E"*
- Perform related duties as assigned.

Note: At the end of some of the duty statements there is an italicized "E", which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS OF THE CLASS

The Director – Information Technology Systems and Services provides leadership, direction, consultation and technical expertise to an assigned division and staff under the centralized Information Technology Branch of the District. Employees in this classification exercise administrative leadership and management over staff and services involved with hardware installation, integration, maintenance and repair; off-the-shelf and in-house software development and integration; technology infrastructures, network integration, installation and support; data security; quality control; customer service and operational activities related to assigned areas of responsibility. Employees focus on and proactively develop and deploy systems and structures designed to provide exemplary customer service to stakeholders, working to meet student and operational needs in a constantly changing, dynamic information technology environment.

EMPLOYMENT STANDARDS

Knowledge of:
State-of-the-art computer languages, technologies, systems design, operations and programming.
Planning, organization and direction of information services and activities.
Data security systems and technologies.
Technology and computer software related to business operations, curriculum and instruction.
Principles of database design and management.
Computer hardware and software systems planning and technical support functions.
Network, database and cloud-based technologies.
Hardware and software integration applications.
Internet and Intranet development standards.
Principles and practices of business and/or public administration.
Principles and practices of management, leadership and supervision.
Strategic planning and project management techniques.
Applicable laws, codes and regulations.

Oral, public speaking and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Principles of administration, supervision and training.
Public agency budgeting and purchasing principles, preparation and controls.
Grant sourcing, application processes, implementation, compliance and monitoring.
Public education business processes and student information management programs and applications.
Techniques and principles of high-quality customer service.
District policies, procedures and organizational structure.

Ability to:
Plan, organize, control and administer assigned areas of the District's information technology services, staff and activities.
Serve as a technical resource for District personnel.
Communicate technical concepts and procedures to a variety of technical and non-technical audiences.
Maintain current knowledge of and advocate for best practices and state-of-the-art technologies.
Participate in the development and implementation the District's Technology Master Plan, division policies and practices.
Operate a variety of technologies and software.
Understand, interpret, and apply technical material, rules, procedures and policies.
Maintain current knowledge of technological advances in the field.
Develop and prepare departmental budgets and monitor and control expenditures.
Prepare, deliver and direct the preparation of a variety of public presentations, comprehensive narrative and statistical reports.
Advocate, model, learn and implement Portland Public School's Racial Equity Initiative.
Educate, lead, promote and champion a culture that encourages and embraces diversity in the workplace.
Establish and maintain collaborative, productive, cooperative and effective working relationships.
Assure compliance with applicable laws, codes, rules and regulations.
Supervise, plan, direct and evaluate the work of others.
Work collaboratively with others.
Demonstrate integrity, ingenuity and inventiveness.
Deliver a high-level of customer service to district stakeholders.
Communicate effectively both orally and in writing.
Analyze situations accurately and adopt an effective course of action.
Maintain confidentiality and demonstrate discretion, initiative and good judgment.

Education and Training:
Is typically obtained through the completion of a Bachelor's degree in Engineering, Computer Science, Management Information Systems, or Information Technology, including technical expertise in current hardware and software technologies. An MBA/MPA is desirable.

Experience:
A minimum of seven (7) years of experience overseeing technical programs, functions and activities, developing and implementing budgets, operational policies and procedures within a large-scale, comprehensive information technology department, three (3) of which must have included actively managing professional technical staff is required. Experience working in a public agency is preferred.

Any other combination of education, training and experience which demonstrates the candidate is likely to possess the skill, knowledge, ability and trait characteristics essential for this classification may be considered.

A Master's Degree in one of the identified disciplines will substitute for a maximum of two years of the required experience.

Special Requirements:

Positions in this classification require the use of a personal automobile and possession of a valid driver's license.

WORKING CONDITIONS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

Work Environment: Work is performed primarily in a standard office environment with public contact and frequent interruptions.

Hazards: Potential conflict situations.

Physical Demands: Primary functions require sufficient physical ability and mobility to work in an office setting; dexterity of hands and fingers to operate a computer keyboard and other office equipment; sitting, standing and walking for extended periods of time; kneeling, bending at the waist; lifting, pushing, pulling and carrying office equipment, supplies and materials weighing up to 25 pounds; repetitive hand movement and fine coordination to use a computer keyboard; emotional stability to work effectively under pressure and to keep all aspects of the job under control; hearing and speaking to exchange information in person or on the telephone; seeing to read, prepare and assure the accuracy of documents.