

Job Description: Director of Technology

# About teach pUBLIC schools

TEACH Public Schools is a non-profit Charter School Management Organization designed to significantly increase college entrance and graduation rates for underserved students in Los Angeles. Our mission is to create a high quality, innovative teaching and learning environment that focuses on literacy; integrating state-of-the-art technologies across the core curriculum to achieve academic proficiency for all students.

# Position Description

The Director of Technology, as a member of the TEACH Inc. (TEACH Public Schools) manages all Technology aspects of TEACH Public Schools and its related/contracted entities (TEACH Public Schools (CMO) TEACH Tech Charter High School, TEACH Academy of Technologies, TEACH Preparatory Elementary School, TEACH Las Vegas, TEACH Foundation, Cunningham Morris LLC, Wooten Avilia LLC) to support the vision and mission of its schools.

The Director of Technology is a 12-month Salaried Leadership position that is passionate about the mission and commitments of TEACH Public Schools and exhibits this through their leadership, reflection and collaboration to ensure schools’ success across the organization. The Technology Director is accountable for delivery of IT strategies, services and operations. Acts as an advisor to management and facilitates the organization’s initiatives across the enterprise. Provides guidance on the uses of technology to meet operational, security and business requirements; implements technology to serve clients; implements education-specific technologies.

# Essential Duties and responsibilities, listed but not limited, below:

* Develops and executes departmental strategies and measures progress toward goal accomplishment aligned with the organizational vision
* Formulates the information technology strategy and long-term information technology direction for the IT Department
* Provides leadership and coaching necessary to attract, develop and retain a highly competent, diverse, customer-oriented staff
* Oversees the administration of comprehensive Technology programs and services including, but not limited to, applications (Google for Education, Edlio, etc.), technical operating and information technology security systems, networking, voice and data communications and technology, website, telecommunications, cellular services, data management and customer support services.
* Identifies changes and trends in education, computer and systems technology and assists senior management with the implementation of changes plus is knowledgeable of federal, state, and local policies and procedures regarding instructional technology
* Collaborate and oversee external vendors and partners while conducting independent work on various IT systems
* Manage, maintain, and negotiate IT related leases and contracts
* Administer and apply for Federal and state grants, including e-Rate the universal service Schools and Libraries Program, commonly known as the E-rate Program
* Manages TEACH Website and ensures regular updates
* Provide guidance to site leaders to improve educational technology throughout the school site through coaching, classroom observations and modeling of classroom instructional strategies and multiple technologies (software/hardware)
* Provides Leadership Guidance and Accountability on:
  + Hardware and software installation, configuration, troubleshooting, maintenance, and upgrades to both computers (Windows, Chromebooks & Mac), portable devices (iPads) and networks (Windows)
  + Setup email users and groups in Active Directory as well as in Google Admin Console
  + Troubleshoot and maintain Printer, Projectors, Document Cameras, IP Phones and Copier equipment
  + Using a variety of communication methods provides online support and assistance to users, Help Desk support and remote control of user systems as directed.
  + Responds in a timely manner to technical support requests maintained in TEACH’s OfficeBooks online work order system, as well as documents support provided and follow-up, should it be required.
  + Maintaining records and prepare reports related to equipment inventory, maintenance, installations, warranties and system defects.
    - Equipment inventory must be regularly maintained and shared with Director of Data & IT and School Leaders.
  + Track status of required repair and maintenance.
  + Diagnosing and assist in troubleshooting LAN and WAN network problems
  + Ensures daily operation of all TEACH campus internet/networks for students learning and testing (Wireless Networking and Connectivity Troubleshooting).
  + New user and equipment deployment setup, including providing and installing of all required software as prescribed by TEACH Public Schools.
* Communicate effectively with school personnel to coordinate activities where IT resources are needed and provide technical assistance.
* Assist School Leaders in educating staff on usage of technology (operation and care of computer equipment, hardware, and software) through the regularly scheduled professional development
* Participate in discussions involving vendors, suppliers and TEACH personnel regarding parts, equipment and program operations and new technology
* Perform other related job duties as assigned

# QUALIFICATIONS

*Education and Experience:*

* B.A./B.S. in computer science, information systems, electrical engineering, or a related field
* 6+ years of progressively responsible experience in information and technology systems; at least three of which were in a supervisory or program management capacity and preferably in an education environment
* CompTIA A+, CompTIA Project+, and/or Cisco Certified Network Professional (CCNP) Certifications are a plus

*Skills, Beliefs, and Mindset:*

* Passion for improving urban public education and a willingness to make a long-term commitment to K-12 education
* Experience with Microsoft Office (ex. Word, Excel, PowerPoint), MacOS, iOS, Windows OS, MacBook’s, iPads and PC laptops.
* Ability to lift and move equipment up to 50lbs, sit for a long period of time, see and read a computer screen and printed materials with or without visual aids, verbal communications including the ability to speak and hear at normal room and ability to work in busy and noisy environments
* Excellent interpersonal skills and demonstrated success in building trusting relationships with teachers and school site administrators.
* Ability to set priorities and manage multiple projects simultaneously while meeting customer expectations.
* Strong customer service orientation, responding to customer needs in a timely manner
* Proficient knowledge of computer hardware and software systems and program installation.
* Analytical and problem-solving skills.
* Strong oral and writing skills.
* Ability to learn quickly.
* Flexibility to adapt to constantly changing environments.

DISCLAIMER: This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of an incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of an incumbent. An incumbent may be asked to perform other duties as required Management reserves the rights to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Nothing in this position description changes the at-will employment relationship existing between the Institution and its employees.