

**GRIZZLY CHALLENGE CHARTER SCHOOL**  
**CLASSIFIED MANAGEMENT JOB DESCRIPTION**

**TITLE: INFORMATION TECHNOLOGY (IT) DIRECTOR**

**BASIC FUNCTION:**

Reporting directly to the Grizzly Challenge Charter School (GCCS) Director/Principal, the Information Technology (IT) Director provides oversight of IT related issues and direction to school administration on strategy, standards, and opportunities for shared services with program partners. Defines and delivers IT strategy and capabilities across the program including data analytics, development and support, infrastructure, security and technical services. Is responsible for IT operations and for technology and digital innovation and is a key contributor to the LEA's strategy and planning processes. Critical to providing strong IT services leadership to Grizzly Challenge Charter School, the IT Director builds strong and productive relationships with partner organizations, acting as a true partner and making IT a productivity enabler.

**QUALIFICATIONS:**

1. Any combination equivalent to: bachelor's degree in computer science or related field and five years increasingly responsible experience involving the operation, maintenance and repair of computer systems, hardware, software and networks. One year of additional increasingly responsible and relevant experience may be substituted for one year of education towards the bachelor's degree, up to a maximum of four years, which must include significant relevant management experience.
2. Demonstrated experience driving digital transformation and implementation of technology.
3. Experience leading complex, major change initiatives; demonstrated skills in change management.
4. Demonstrated experience with SaaS, cloud-based, and outsourced solutions through third party providers.

**DESIRED:**

1. Experience in public school or government positions.
2. California IT in Education (CITE) Certified Chief Technology Officer.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license

**KNOWLEDGE AND ABILITY:**

**KNOWLEDGE OF:**

1. Vendor partnerships and multiple vendor relationships.
2. Principles and techniques of network systems and network analysis.
3. Applicable IT laws, codes, regulations, policies and procedures.
4. Principles and practices of IT administration, supervision and training.
5. Project management, organization-level IT initiative management and implementation, and

- IT security management, implementation and monitoring.
6. Budget planning as related to technology.
  7. Oral and written communication skills directed at small, large, and program-wide audiences.
  8. Interpersonal skills including tact, patience, and courtesy.
  9. IT procurement and licensing methods.
  10. Children's Internet Protection Act (CIPA), Children's Online Privacy Protection Act (COPPA), Family Educational Rights and Privacy Act (FERPA).
  11. Practices, procedures, and techniques involved in the installation, configuration, operation, maintenance, troubleshooting, diagnosis, and repair of computer and mobile device hardware, software, networks and peripherals.
  12. Computer, network, and mobile device hardware systems and software applications utilized by the Challenge program.
  13. Principles, methods, and procedures of operating computers and mobile devices and peripheral equipment.
  14. Database structures, on-line applications, and system capabilities of assigned computer and mobile device systems.

ABILITY TO:

1. Understand a range of vendor technology solutions; select and integrate the most appropriate technologies to support the GCCS's goals, mission and objectives.
2. Design and implement comprehensive approaches to cyber/IT security and risk management.
3. Design and manage an effective IT governance framework across the spectrum of IT services and hardware devices.
4. Manage multiple vendor relationships to ensure the best product/services are supplied.
5. Demonstrate outstanding organizational skills, and the ability to manage multiple deadlines, priorities and projects.
6. Develop a comprehensive and accurate IT budget.
7. Understand and oversee internet networking and security infrastructure.
8. Analyze situations accurately and adopt an effective course of action.
9. Recognize unsound and unsafe situations within the IT environment and rectify them using industry standard methods.
10. Work independently with little direction.
11. Plan and organize work.
12. Prepare and maintain various records and reports related to assigned activities.
13. Install, maintain, and repair computer and mobile device hardware, software, networks, and peripheral equipment.
14. Troubleshoot, diagnose, and resolve problems with computer and mobile device hardware, software, networks, and peripherals in a timely manner.
15. Perform a variety of network administration activities.
16. Operate a variety of tools and equipment utilized in the operation and repair of computer and mobile device and network systems.
17. Maintain data integrity and prepare backup data files.

18. Maintain network system security, servers, and databases.

**REPRESENTATIVE DUTIES:**

**ESSENTIAL DUTIES:**

1. Provide oversight and direction to IT and school leaders regarding information technology strategy, standards, and opportunities for shared services, economies of scale, and total cost of ownership.
2. Plan, organize, and coordinate the IT related operations and activities.
3. Make key contributions to the formulation of the organization's digital strategies.
4. Advise program administration on the emerging digital technologies that are most relevant to the goals, mission, and changing landscape of the Challenge program.
5. Determine capital investment parameters, priorities, and risks for program-wide IT initiatives for GCCS and the Challenge program.
6. Develop an IT vision, strategy, roadmap, and lead GCCS and its partners in effective execution of technology initiatives.
7. Ensure that current and planned IT architecture, investments, and solutions are aligned with organizational objectives and mission.
8. Plan and implement budget planning as related to technology.
9. Establish and build strong relationships across the organization and with GCCS's partners to develop a detailed understanding of their IT issues, challenges, and opportunities.
10. Direct the design, planning, implementation, and maintenance of the computing infrastructure that supports GCCS's operational and business applications.
11. Maintain oversight of all IT projects, ensuring that commitments are properly planned, staffed, monitored, and reported.
12. Establish a comprehensive organization-wide information security program to ensure the integrity, confidentiality, and availability of relevant data.
13. Manage and maintain technology disaster recovery planning, testing, documentation, and support.
14. Establish and enforce IT policies, processes, development standards, and methodologies.
15. Monitor the industry for developments in IT operations; evaluate and implement relevant new tools and service management frameworks. Review, recommend, and oversee all vendors and managed service agreements for computing, telecommunications, IT services, and equipment.
16. Install, configure, modify, and maintain computer, network, and mobile device hardware, peripheral equipment, networks, and software applications to assure effective operation of Challenge program computer and mobile device systems.
17. Investigate, troubleshoot, diagnose, and repair hardware, software, and network malfunctions; install and update computer and mobile device software; run and update anti-virus programs; configure hardware and software applications; install and remove cabling.
18. Provide instructional and technical assistance in classrooms to students using computer and mobile device equipment and software. Troubleshoot, diagnose, and resolve problems with peripheral equipment including printers, printer cables, switches, routers, and others.
19. Serve as a technical resource to Challenge program computer and mobile device users concerning the operation of computer and mobile device applications; respond to inquiries and provide technical information concerning related practices, requirements, guidelines, and procedures.
20. Provide technology instruction in support of curriculum.

21. Provide software and hardware training to students and staff to supply access to the instructional program.
22. Collaborate and communicate with Challenge program and County Office personnel to setup and ensure proper working of Internet connection to exchange information/data, coordinate activities, and resolve issues or concerns at sites on Camp San Luis Obispo.
23. Participate in the design, implementation, and maintenance of Challenge program website.
24. Perform network administration activities; set up and maintain servers; establish and maintain user accounts, passwords, e-mail accounts, internet connectivity, backups, and designated programs and systems.
25. Support school-wide testing through coordinating scoring and disseminating data.
26. Attend workshops, classes, and seminars to gain and maintain current knowledge of management information systems and assigned software applications. Obtain certifications to technological advances within the scope of the position.
27. Operate technical equipment including testers, meters, and various hand and power tools; drive a vehicle to conduct work. Maintain routine records related to work performed.
28. Perform other duties within the scope and skill level of the classification.

**ENVIRONMENT:**

Indoor work environment.

Driving a vehicle to conduct work.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate a variety of computer equipment.

Hearing and speaking to exchange information.

Reaching overhead, above the shoulders and horizontally.

Lifting, carrying, pushing or pulling moderately heavy objects as assigned by the position.

Sitting or standing for extended periods of time.

Bending at the waist, kneeling or crouching.

Seeing to view a computer monitor and read a variety of materials.

Physical ability to lift 20 lbs. to shoulder height.

Lifting, carrying, pushing or pulling moderately heavy objects.

APPROVED: 9/7/23