

JOB DESCRIPTION

POSITION TITLE:	District Technology Supervisor
DEPARTMENT & PROGRAM:	Technology Services
WORK YEAR:	12 Months
SALARY PLACEMENT:	Range 7
SUPERVISED BY:	Chief Information Officer (CIO)
ASSOCIATION:	Meet and Confer Non-Represented
FLSA STATUS:	Exempt

GENERAL DESCRIPTION OF THE POSITION:

The District Technology Supervisor works to lead the day-to-day management of a team of support professionals that provide excellent customer service to contracted school district(s). The Supervisor works under the direction of the contracted school district and in coordination with the CIO at Clackamas ESD. The Supervisor focuses on the education, desktop, infrastructure, and/or other technologies and support as needed by the contracting district(s). The Supervisor performs a customer service role in ensuring that services are provided in a timely manner, are of high quality, and meet district(s) needs. The Supervisor works cooperatively with other districts, ESDs, state agencies and represents the district and the agency at local, regional and state meetings.

ESSENTIAL FUNCTIONS:

1. Provides leadership, direction, and decision-making necessary to support district technology services utilizing solid educational, functional, technical and/or project management knowledge and skills
2. Identifies resources needed and assigns individual responsibilities, manages day-to-day operational aspects of project and scope, and reviews deliverables prepared by team before implementation
3. Assists in the integration of technology into classrooms
4. Consistently evolves the district(s) information systems in a progressive fashion to deliver improved experiences for students, teachers, staff, and administration.
5. Maintains a positive and client friendly relationship that focuses on customer support
6. Continually reviews and analyzes existing use of infrastructure, desktop, and educational technology, their effectiveness and efficiency, and develops strategies for improving or expanding existing capabilities
7. Tracks emerging trends and maintains a current foundational knowledge of infrastructure, desktop, and educational based technology systems
8. Develops district technology team members by assessing strengths and needs for development; gives timely and specific feedback and coaching
9. Maintains project schedules and timelines, and provides reports on project status as requested by district administration or CESD
10. Maintains frequent and effective communication with administration regarding staff activities, project schedules, and upcoming changes
11. Coordinates and participates in the selection, assignment, supervision, and evaluation of personnel
12. Maintains a work schedule that ensures systems availability to meet school district and departmental demands
13. Coordinates communication, resources, and support between schools, district administration, ESD, and vendors
14. Maintains positive relationships with other school districts, ESDs, and state agencies
15. Maintains a knowledge base to ensure that service delivery meets state, federal, and local laws
16. Participates and provides leadership in district and regional forums and user groups
17. Participates in and provides leadership in departmental meetings
18. Manage district implementations and support of learning management systems, providing problem identification and resolution, and troubleshooting as needed
19. Be an advisor, resource specialist, and facilitator in school level, district level, and CESD learning communities regarding educational and instructional technology
20. With the assistance of Teaching & Learning, as needed, assist teachers in planning, delivering, and assessing lessons in an online setting, incorporating research based best practices

The description contained herein reflects general details as necessary to describe the principle functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Employees who hold this position may be asked to perform other duties as assigned.

ADDITIONAL FUNCTIONS:

1. Follows and supports district and program values, policies, procedures and requirements
2. Works cooperatively and harmoniously with families, co-workers, supervisors, and community partners of diverse backgrounds
3. Maintains professional and technical knowledge by participating in professional development activities
4. Maintains regular communications including checking and replying to work email and voicemail on a regular daily basis
5. Maintains regular and punctual attendance
6. Performs other duties as may be assigned
7. Provides backup support to other positions in case of absence or work overload

ESSENTIAL COMPETENCIES:

1. **CULTURAL RESPONSIVENESS:** Actively demonstrates a commitment to supporting equity and inclusion, and serves as an advocate with colleagues, partners, and communities.
2. **ACCOUNTABILITY:** Takes responsibility and ownership for successfully accomplishing work and agency objectives, and delivering results. Sets high standards of shared performance for self and others.
3. **ACCURACY AND ATTENTION TO DETAIL:** Ensures work is thoughtfully completed, accurate, and error-free to the highest degree possible.
4. **PLANNING, ORGANIZATION, AND PRIORITIZATION:** Assesses the work to be performed and considers how it should be organized and accomplished, with appropriate priorities and realistic time parameters.
5. **RECORDKEEPING AND DOCUMENTATION:** Gathers, organizes, and maintains records, following confidential information and security protocols as needed. Accurately documents relevant/essential actions, processes, and practices.
6. **TEAMWORK:** Works collaboratively with others to achieve shared goals and make decisions.
7. **COMMUNICATION:** Maintains a high standard of written and verbal communication skills, and ability to present to diverse audiences, specifically racially, ethnically, and socioeconomically diverse communities.

MINIMUM QUALIFICATIONS:

1. Bachelor's degree in business administration, management, information systems, computer science, other related field, or equivalent relevant experience
2. Minimum of 3-7 years of progressive responsibility managing desktop, infrastructure, and educational technology preferably to include staff management in a K12 setting
3. Demonstrated ability to motivate staff and provide a positive influence in delivering excellent customer service
4. Working knowledge of student information systems preferably including recent experience with Edupoint Synergy
5. Working knowledge of a Macintosh enterprise desktop support environment
6. Demonstrated ability to work independently to solve problems and to effectively schedule work in the face of changing priorities and emergency situations
7. Demonstrated ability to manage multiple initiatives simultaneously, utilizing appropriate processes and delivering positive results
8. Excellent written, verbal, and electronic communication skills
9. Strong customer service orientation and leadership skills
10. Physical and mental attributes sufficient to perform essential functions

PREFERRED QUALIFICATIONS:

1. Experience as licensed instructor or TOSA with recent experience in instructional models and methodologies for the integration of technology into the classroom

WORKING CONDITIONS:

1. Travel required delivering services in multiple sites during day and week throughout the areas served by CESD
2. Work settings vary from ESD offices, Clients, schools, school districts and stakeholder locations
3. Travel modes may include the use of public transportation
4. Some evenings and weekends may be required for maintenance and upgrades

EQUIPMENT USED:

1. Personal Vehicles

PHYSICAL JOB TASK REQUIREMENTS:

The physical requirements checked are essential to successfully performing the duties associated with this position.

- **Light work.** Light work involves lifting no more than 20 pounds at a time with frequent lifting or carrying of objects weighing up to 10 pounds. Even though the weight lifted may be very little, a job is in this category when it requires a good deal of walking or standing, or when it involves sitting most of the time with some pushing and pulling of arm or leg controls. To be considered capable of performing a full or wide range of light work, you must have the ability to do substantially all of these activities. If someone can do light work, we determine that he or she can also do sedentary work.

Never	Rare / Intermittent	Occasionally	Frequently	Continuously
Not At All	Less than 1 hour or 1- 5% per day	1 – 3 hours per day or 6 – 33% per day	3 – 6 hours per day or 34 – 66% per day	6 – 8 hours per day or 67 – 100% per day

Lifting (X = REQUIRED)							
Lifting students who have physical impairments and are unable to assist. All students regardless of their size and weight are lifted by two people with the total weight of the student not evenly distributed between the two. Students weighing over 50 pounds will be lifted using a mechanical lift.							
01-30 lbs	Never	Rare	Occasionally	<input checked="" type="checkbox"/>	Frequently	Continuously	
26-50 lbs	Never	Rare	<input checked="" type="checkbox"/>	Occasionally	Frequently	Continuously	
> 50 lbs	<input checked="" type="checkbox"/>	Never	Rare	Occasionally	Frequently	Continuously	

Employee may need to: (X = REQUIRED)							
Bend	Never	Rare	<input checked="" type="checkbox"/>	Occasionally	Frequently	Continuously	
Climb	Never	Rare	<input checked="" type="checkbox"/>	Occasionally	Frequently	Continuously	
Crawl	Never	Rare	<input checked="" type="checkbox"/>	Occasionally	Frequently	Continuously	
Drive	Never	Rare	<input checked="" type="checkbox"/>	Occasionally	Frequently	Continuously	
Kneel	Never	Rare	<input checked="" type="checkbox"/>	Occasionally	Frequently	Continuously	
Reach (above shoulder)	Never	Rare	<input checked="" type="checkbox"/>	Occasionally	Frequently	Continuously	
Reach (forward)	Never	Rare	<input checked="" type="checkbox"/>	Occasionally	Frequently	Continuously	
Sit	Never	Rare		Occasionally	Frequently	<input checked="" type="checkbox"/>	Continuously
Squat	Never	Rare	<input checked="" type="checkbox"/>	Occasionally	Frequently	Continuously	



Stand		Never		Rare		Occasionally	<input checked="" type="checkbox"/>	Frequently		Continuously
Twist		Never		Rare	<input checked="" type="checkbox"/>	Occasionally		Frequently		Continuously
Walk		Never		Rare	<input checked="" type="checkbox"/>	Occasionally		Frequently		Continuously
Run	<input checked="" type="checkbox"/>	Never		Rare		Occasionally		Frequently		Continuously
Stairs		Never		Rare	<input checked="" type="checkbox"/>	Occasionally		Frequently		Continuously
Lying Down	<input checked="" type="checkbox"/>	Never		Rare		Occasionally		Frequently		Continuously
Hands may be used for: (X = REQUIRED)										
Grasping		Never	<input checked="" type="checkbox"/>	Rare		Occasionally		Frequently		Continuously
Pinching		Never	<input checked="" type="checkbox"/>	Rare		Occasionally		Frequently		Continuously
Finger Manipulation		Never		Rare		Occasionally		Frequently	<input checked="" type="checkbox"/>	Continuously
Wrists may be used for: (X = REQUIRED)										
Twisting/Turning		Never		Rare	<input checked="" type="checkbox"/>	Occasionally		Frequently		Continuously
Pushing/Pulling: (X = REQUIRED)										
01-30 lbs		Never		Rare	<input checked="" type="checkbox"/>	Occasionally		Frequently		Continuously
31-50 lbs	<input checked="" type="checkbox"/>	Never		Rare		Occasionally		Frequently		Continuously
> 50 lbs	<input checked="" type="checkbox"/>	Never		Rare		Occasionally		Frequently		Continuously
Carrying: (X = REQUIRED)										
01-30 lbs		Never		Rare	<input checked="" type="checkbox"/>	Occasionally		Frequently		Continuously
Description	Objects carried, for a maximum distance of 30 feet, include school supplies, teaching materials, and food items.									
31-50 lbs		Never	<input checked="" type="checkbox"/>	Rare		Occasionally		Frequently		Continuously
Description										
> 50 lbs	<input checked="" type="checkbox"/>	Never		Rare		Occasionally		Frequently		Continuously
Description										

Environment Exposures (X = REQUIRED)										
Chemical Contact	X	Never		Rare		Occasionally		Frequently		Continuously
Moving Objects		Never	X	Rare		Occasionally		Frequently		Continuously
Noise		Never		Rare		Occasionally	X	Frequently		Continuously
Safety Equipment	X	Never		Rare		Occasionally		Frequently		Continuously
Wetness	X	Never		Rare		Occasionally		Frequently		Continuously

MENTAL JOB TASK REQUIREMENTS:

The mental functions checked are essential to successfully performing the duties associated with this position.

X = Requirement | = Not Required

REASONING ABILITY:

- Routine, repetitive tasks with simple instructions
- Ability to follow detailed instructions that require few changes
- Ability to follow detailed procedures with several potential variables
- Problem solving ability and interpretation of events required for practical matters
- Ability to accurately interpret behaviors and nonverbal communication and act on decisions
- Logical or deductive thinking required frequently
- Creative, innovative solutions to job problems

CALCULATIONS:

- Simple copying, addition, counting, subtraction
- Ability to divide and multiply
- Understanding the metric system and conversions
- Fractions, decimals, and percentages
- Statistics, use of graphs
- Advanced mathematics
- Theoretical application of statistics and complex math

LANGUAGE:

- Ability to read and understand product labels, policies written at the 10th grade level, and ability to follow verbal or demonstrated instructions
- Ability to explain simple directions, copy data from one form to another
- Completes form letters or answers routine correspondence
- Composes correspondence independently
- Reads and interprets complex technical material
- Ability to speak and understand a second language
- Can prepare complex reports and documents as required
- Ability to speak with individuals and small groups in an articulate manner
- Ability to speak at meetings and before groups in an articulate manner using prepared materials and on a spontaneous basis

By signing below I indicate that:

1. I have been given the opportunity to thoroughly read the job description above,
2. I understand that I may request an accommodation to perform the essential functions of the positions, and
3. I can perform the essential functions of this position without an accommodation.

Print Name: _____

Signature: _____ Date _____

Clackamas Education Service District is proud to be an equal opportunity workplace. We respect and seek to empower each individual and support the diverse cultures, perspectives, skills and experiences within our workforce along with the students and families that we serve.