

## Director of Technology Duties (also network admin)

- **Oversee day-to-day operations of district-wide network**
  - Internet feed from state
  - Fiber Network between schools
    - ~30 switches
    - Connecting WC, NIS, NPS, NHS, NRS, buslot, stadium
  - Wi-fi network
    - 200 Access Points
- **Oversee network security initiatives including:**
  - MFA (multi-factor authentication)
  - Strong password policies
  - Closing accounts when staff leaves
  - Phishing Protection and Awareness
- **Apply for e-Rate discounts annually where applicable to obtain 85-90% savings on eligible items and services**
  - This is how we pay for the backbone of our network
  - Discount data
  - Forms 470, 471, 386, 479
  - CIPA requirements
    - Web filter
- **Complete all mandatory state reporting and training requirements**
  - Digital Readiness Report
  - Technology Activity Report (help from Finance for MUNIS part)
  - Annual technology plan
  - Assist with tech portions of School Report Card, Civil Rights CRDC
  - CIO roundtable at Kyste conference (annual)
  - Monthly regional meetings, state webcasts
  - Annual Security Report to Board
  - Cyber Insurance Application
- **Plan for and manage the cycle of all devices for faculty and staff**
  - 1:1 lease and warranty cycle for laptops and ipads
    - Repairs
    - buybacks/renewal when lease is up
  - Manage MDM system used to configure and monitor mobile devices
  - Active Devices
    - ~1000 Macbooks and iMacs
    - ~800 iPads
    - ~100 Windows Desktops
    - ~150 Chrome devices
- **Testing**
  - Work with DAC/BAC to make sure devices are updated and ready for testing
  - Make sure network is ready for testing
  - Maintain setup for testing large groups in gyms
- **Phone System**

- Keep phone services up and running to all schools and classrooms
  - Look for cost savings on phone providers
  - Update system for new staff
- Security Cameras
  - Troubleshoot failed cameras or hard drives, schedule service calls when needed
  - Install software on admin devices so they can view cameras
- WAAPOC/GMAP
  - Manage access for district employees to KDE Web apps
  - Assist in updating Open House data
- Software/Program Access
  - Manage data links from IC to scholastic programs (Clever, iReady, Edgenuity) etc.
  - Maintain licensing for core programs (Microsoft Office, Adobe, etc.)
- Open Records Requests
  - Perform as needed
  - Make sure accounts are archived and not deleted until retention periods are satisfied
- Copiers
  - Maintain access to copier system for all users and devices
  - Help manage copier contracts
  - Manage reports/quotas for copy system
- Communications
  - Manage and send district-level communications (calls, texts, app, email)
  - Manage website provider
    - Train and empower tech and school staff to post and maintain on web and social media
  - Forward website/social media requests to district PR staff
  - Manage livestream of regular and special board meetings
- Manage district Hyper-V servers and other server infrastructure
  - Print server
  - PSST (Finance and HR)
  - Old STI server for some records
  - Other VM's as needed
  - Access Testing
- Help Desk
  - Work on help desk items that are beyond STC's or technician abilities
  - Overflow items to help out when able
- Digital Signage
  - Marquees
  - Internal tv's (Cafes, hallways)
- Food Service POS
- KETS Offers of Assistance

### Tech Resource Duties (Debbie)

- Creates/disables all user accounts for staff and students on enrollment/withdrawal
  - Cleans up old accounts when they are able to be deleted
  - Archives inactive accounts still within retention window
- Prepares and issues devices for all newly hired staff
- Updates website with news items
  - Manages changes to web site layout that go beyond posting new content
  - Updates remotely for snow days/closings
- Collects and maintains all AUP documentation
- Inventory
  - Runs the audit each year
  - Enters any new or surplus items into the database and makes sure they get asset tags
  - Prepares surplus lists for board approval to send to e-recycling
  - Works on seeing that devices are returned when staff/students leave
- Handles all PO requests and invoicing for annual services, supplies, device purchases, etc
- Maintains the running budget for department
- Maintains timesheets/affidavits for tech staff
- Answers the phone and HelpDesk tickets as needed
  - Password resets
  - Parents paying online for repairs
  - Screens out unwanted vendor cold calls
- Calls in and prepares all damaged warranty devices for shipment to Apple
  - Call, heat treat, prepare computers and package for shipment
  - Receive returned devices and set up for end users
- Fills in at switchboard as needed
- Files all e-Rate, AUP, and purchase paperwork
- Other miscellaneous tasks as they come up.

## Tech Resource (Melissa)

- Respond to Help Desk Tickets district-wide, as well as being first point of contact for NRS and NSOI
  - Set up wired Windows workstations
  - Help with iPad/Macbooks setup
  - Interactive boards, etc.
  - Passwords, etc.
  - Frontline of tech support
- Assist in bringing equipment back and forth between schools and district offices for repairs, etc.
- Help with troubleshooting and repairing network wiring, power issues to switches, etc.
- Other duties as needed