

Title:**District Technology Manager****Qualifications:**

Any combination equivalent to a high school diploma or G.E.D. as required by Kentucky law and two (2) years of experience in computer or phone installation, maintenance, and repair; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

Reports To:

Director of Technology

Primary Job Goal:

The District Technology Manager is responsible for leading and managing a team of Technology Specialists, ensuring the effective delivery of technology services, systems, and support across the district. This role oversees day-to-day operations, project implementation, and strategic initiatives to enhance technology infrastructure, optimize system performance, and support organizational goals. The District Technology Manager oversees the installation, maintenance, and repair of technology systems while ensuring that district personnel receive proper support in the use of technology and related software.

Required Knowledge, Skills, And Abilities:**Knowledge of**

- Computer hardware, peripherals, and endpoint device management
- Microsoft Windows desktop operating systems and configuration
- Apple IOS / iPadOS / OSX
- Chrome OS
- Chromebook management and repair
- Cafeteria Point of Sale systems (Heartland Mosaic)
- ATT FirstNet radio systems
- Print management systems (Papercut)
- Windows Server operating systems and basic systems administration
- Microsoft Active Directory / Entra ID user and device management
- Identity and access management systems (RapidIdentity)
- Network filtering and student safety platforms (GoGuardian Admin)
- Classroom management platforms (GoGuardian Classroom)
- Google Workspace for Education administration and support
- Student Identity / Single sign on platforms (Clever)
- Endpoint security and antivirus management platforms
- Remote software deployment and inventory systems (PDQ Deploy / PDQ Inventory)
- Operating system deployment and imaging systems (Intune Autopilot)
- Virtualization platforms (VMWare vSphere)
- Backup and disaster recovery platforms (VEEAM Backup & Recovery or similar)
- Data communications infrastructure and network-connected devices (Juniper routing and switching)
- Classroom instructional technology including interactive displays, projectors, and audio systems
- Physical security technologies including camera systems, DVR/NVR platforms, and building access systems
- Standard IT troubleshooting methodologies for hardware, software, and network issues
- VOIP phone systems software and hardware
- Microsoft Intune mobile device management

- Apple Business Manager
- Vape detection hardware and software (Halo smart sensor)

Skills in

- Installing, configuring, deploying, and maintaining operating systems and enterprise software
- Imaging, provisioning, and deploying large numbers of computers and devices
- Deploying and configuring district technology systems and cloud-based platforms
- Diagnosing and resolving hardware, software, and network connectivity problems
- Administering and configuring identity, filtering, and classroom management platforms
- Supporting instructional technology environments and audiovisual equipment
- Reading and interpreting technical documentation, system logs, and manuals
- Communicating technical concepts clearly to non-technical staff
- Providing user training and technology guidance to staff
- Managing work priorities and responding effectively to service requests

Ability to

- Communicate effectively both verbally and in writing
- Analyze complex technical issues and determine appropriate solutions
- Work independently while coordinating the technology department staff
- Exercise sound judgment in diagnosing and resolving technology problems
- Prioritize, assign, and respond to multiple support requests across district locations
- Translate technical terminology into clear and understandable guidance for users
- Maintain confidentiality and security of district systems and user data
- Participate in and attend in-service meetings and workshops
- Perform related duties and assume other responsibilities as may be assigned by the Chief Information Officer.
- Be clean, neat and professionally dressed at all times
- Communicate effectively both orally and in writing
- Be consistently responsible, maintaining regular attendance and timely completion of assigned duties, working assigned contract and using sick and personal leave appropriately
- Maintain professional interpersonal skills using tact, patience, courtesy and cooperative effective relationships with others and consistently display self-control, honesty and credibility with students, parents, visitors and school personnel

Performance Responsibilities:**Examples of duties include, but are not limited to:**

- Lead, mentor, and manage a team of Technology Specialists, fostering professional development and high performance
- Oversee installation, maintenance, and support of hardware, software, and network systems
- Develop and implement district technology policies, procedures, and best practices to ensure security, compliance, and operational efficiency
- Collaborate with leadership to plan and execute technology strategies aligned with organizational objectives
- Manage IT projects, including system upgrades, rollouts, and integrations, ensuring timelines and budgets are met
- Monitor system performance, identify risks, and implement solutions to prevent downtime and improve reliability
- Maintain an adequate inventory of equipment and replacement parts
- Evaluate and recommend hardware and software purchases
- Serve as a technical escalation point for complex IT issues
- Prepare and manage departmental budgets, resource allocation, and vendor relationships

- Maintain up-to-date knowledge of emerging technologies and recommend adoption when beneficial
- Performs related duties and assumes other responsibilities as may be assigned by the Chief Information Officer or the Superintendent

Technology Infrastructure and Systems

- Oversee the installation, configuration, and maintenance of computers, servers, printers, and peripheral equipment across the district
- Diagnose and resolve hardware and software malfunctions and coordinate repairs when necessary
- Ensure the installation and maintenance of network infrastructure including switches, routers, fiber connections, and wireless systems
- Oversee district telecommunications systems, including phones and related infrastructure (VOIP)
- Maintain and monitor district security systems and related technologies
- Ensure preventive maintenance of technology equipment and peripherals

Network and Technology Services

- Oversee the operation and maintenance of network services, servers, and proxy systems
- Establish and manage district email systems for staff and students
- Oversee and maintain records of technology repairs, installations, inventory, and work orders

Endpoint & User Support

- Install, configure, and maintain district computers, laptops, and related peripherals
- Deploy operating systems and software using imaging and automated deployment systems
- Troubleshoot and repair hardware and software issues on district technology devices
- Provide direct technical support to staff for classroom and office technology

Systems & Platform Support

- Deploy, configure, and support Active Directory user, device, and group management
- Lead and oversee in the deployment, configuration, and administration of RapidIdentity identity management systems
- Deploy, configure, and maintain GoGuardian Admin filtering policies, organizational units, and device integrations
- Lead and oversee in the deployment, configuration, and support of GoGuardian Classroom instructional management tools
- Deploy, configure, and support Google Workspace for Education accounts, organizational units, and services

Infrastructure & Security Systems

- Lead and oversee in supporting Windows Server environments and virtualized systems
- Lead and oversee endpoint security and antivirus management systems
- Lead and oversee system backup and recovery processes
- Lead and oversee data communications infrastructure and connected devices
- Instructional Technology Support
- Install and troubleshoot classroom technology including projection systems, interactive displays, and audio equipment
- Assist educators in the effective use of classroom technology tools

Facilities & Communications Systems

- Troubleshoot district phone systems and related devices
- Lead and oversee cabling and wiring for technology installations and relocations
- Lead and oversee building security systems including cameras, DVR/NVR systems, and access control devices

Department Lead

- Serve as a technical resource for district staff and technology department initiatives
- Lead and oversee maintaining technology inventory and asset management records
- Document system configurations and troubleshooting procedures
- Lead and oversee in district technology deployments and upgrades

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT											
1. Check the frequency and number of hours a day the worker is required to do the following specific types of activities:											
ACTIVITY	FREQUENCY		# OF HOURS A DAY								
	CONTINUOUS	INTERMITTENT	1	2	3	4	5	6	7	8	8+
a. Sitting	X							X			
b. Walking		X	X								
c. Standing		X	X								
d. Bending		X	X								
e. Squatting		X	X								
f. Climbing		X	X								
g. Kneeling		X	X								
h. Twisting		X	X								
i. Lifting		X	X								

LIFTING		
_____ 0-10 lbs.	_____ 11-15 lbs.	___X___ 16-30 lbs. _____ Over 31 lbs.
2a. HAND MANIPULATION REQUIRED? ___X___ Yes (If yes, complete 2a,2b,2c,2d,2e)		
_____ No		
2b. Repetitive hand movements? ___X___ Yes _____ No		
2c. Simple Grasping?	Right Hand	Left Hand

	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
2d. Power Grasping?	Right Hand Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Left Hand Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
e. Pushing Pulling?	Right Hand Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Left Hand Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
f. Fine Manipulation:	Right Hand Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Left Hand Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

3. (a) Does the job require a worker to reach or work above the shoulder? Yes No
 Frequency? _____
 (b) Reaching at or below shoulder level? Yes No
 Frequency? As needed

4. Does the job require use of his/her feet to operate foot controls or repetitive movement? Yes No

5. Are there special visual or auditory requirements? Yes No
 If yes, please describe (i.e. working with computer terminal): working with a computer terminal, monitorS, chromebooks, software, smart v's, etc...

WORK ENVIRONMENT:

a. Does the employee work near moving mechanical parts; in high, precarious places; and in outside weather conditions?
 _____ Yes No

b. Is the employee exposed to fumes or airborne particles? Yes No
 If yes, please specify: Potential exposure common to cleaning supplies and chemicals used in cleaning computers, laptops. As well as dust and debris when working with mainframes / towers, etc...

BLOOD/FLUID EXPOSURE RISK: (check the right category)

_____ Category I: Tasks involve exposure to blood, fluid, or tissue

Category II: Usual tasks do not involve exposure to blood, body fluid, or tissues but the job may require performing unplanned Category I tasks.

_____ Category III: Tasks involve no exposure to blood, body fluids, or tissues. Category I tasks are not a condition of employment.

Terms Of Employment:

Up to 239 days with possibility of extended employment granted by the Board of Education; salary to be established by the Board of Education.

Evaluation:

Performance of this job will be evaluated in accordance with the provisions of the Board's policy on Evaluation of Professional Personnel.

Date of Approval: _____