

## **ROLE OF DIRECTOR OF TECHNOLOGY SERVICES**

### **Background**

Guided by the Division's mission statement, vision, principles/beliefs, and our motto, the Director of Technology Services will assist the Deputy Superintendent in fulfilling the general and specific aspects of the role description for the Superintendent as defined in the School Act and Board policy.

### **Procedures**

The Director of Technology Services is directly responsible and accountable to the Deputy Superintendent.

The Director of Technology Services will have specific responsibilities for:

1. Student Learning
  - 1.1 Provides support for the effective use of technology to maximize twenty-first century student learning.
  - 1.2 Supports an education-centered approach to technology, to be developed and maintained throughout the Division.
2. Student Wellness
  - 2.1 Provides support to ensure that each student is provided with a welcoming, caring, respectful and safe learning environment that respects diversity and fosters a sense of belonging.
3. Technology Services Leadership
  - 3.1 Provides support on all matters related to Division technology directions.
  - 3.2 Ensures that technical support maintains a focus on service.
  - 3.3 Manages contracted and alternative technology services.
  - 3.4 Provides support to ensure that ongoing technology infrastructure facilitates student learning in an inclusive environment according to the Division goals.
  - 3.5 Keeps current with the latest technologies and support mechanisms.
4. Technology Services Management
  - 4.1 Monitors operation of the department and, in conjunction with Technology Services staff, makes any necessary changes that would improve and streamline the operation of the department.
  - 4.2 Works collaboratively to identify, recommend, develop, implement and support cost-effective technology solutions for all aspects of Division operations.
  - 4.3 Coordinates the day-to-day activities of the Technology Services department and

ensures all work is carried out in a timely fashion.

- 4.4 Meets with sales representatives; coordinates evaluation of all new and existing equipment and supplies.
- 4.5 Manages assigned projects for the Technology Services department.
- 4.6 Provides technology and support for assistive technologies.
- 4.7 Maintains the Division digital resource library.
- 4.8 Maintains a PASI-compliant student information system.
- 4.9 Maintains paperless meeting software.
- 4.10 Coordinates the installation and support of video surveillance systems.
- 4.11 Supports printer and multifunctional fleet.
- 4.12 Supports school VoIP and intercom systems.
- 4.13 Maintains the evergreening of all networks and data servers, including the provision for secure backups.

## 5. Human Resources Management

- 5.1 Manages Technology Services staffing, including recruitment, supervision, scheduling, development, evaluation and disciplinary actions.
- 5.2 Maintains a continual dialogue with Technology Services staff to ensure that good performance is recognized and that potential problem areas are identified and resolved.
- 5.3 In conjunction with school administrators, ensures that technology solutions, guidelines and standards are being effected.
- 5.4 Conducts meetings and discusses with Technology Services staff any proposed changes to Board policy, administrative procedures, or service delivery, or as the need arises.
- 5.5 Supports the professional development of Division staff relative to the use of technology.
- 5.6 Coordinates and delivers the Local Area Network (LAN) Administrators' in-services.
- 5.7 Provides for the training and support of school administrators and teachers on educational or business technologies.

## 6. Fiscal Responsibility

- 6.1 Develops a departmental budget within the parameters and constraints of the Division budget.
- 6.2 Updates the Learning and Technology Plan for the Division annually, ensuring consideration of changing priorities.
- 6.3 Administers all contracts and service agreements for Technology Services.
- 6.4 Practices asset management for technology hardware, software and equipment.
- 6.5 Operates in a fiscally prudent and responsible manner.

## 7. Policy/Administrative Procedures

- 7.1 Recommends development and/or revisions of Board policies or administrative procedures to the Deputy Superintendent.
- 7.2 Ensures application of Board policies or administrative procedures as required in the performance of duties and interprets policies, procedures, philosophy and programs of the Division to principals, staff, school councils and the community.

## 8. Organizational Management

- 8.1 Within areas of responsibility, demonstrates effective organizational skills resulting in compliance with all legal and Board mandates and timelines and adherence to Deputy Superintendent directives.
- 8.2 Maintains on-call availability as required for technology system stability.
- 8.3 Handles emergencies and deals with crisis situations in a team-oriented fashion.

## 9. Communications and Community Relations

- 9.1 Takes appropriate actions to ensure open and transparent internal and external communications are developed and maintained in areas of responsibility.
- 9.2 Ensures staff and students have a high level of satisfaction with the services provided and with the responsiveness of the Technology Services department.
- 9.3 Liaises with Alberta Education to align Division technology plans with provincial initiatives.

## 10. Deputy Superintendent Relations

- 10.1 Establishes and maintains positive, professional working relations with the Deputy Superintendent.
- 10.2 Honours and facilitates the implementation of the Board's roles and responsibilities as defined in Board policy and encourages staff to do the same.
- 10.3 Provides the information the Deputy Superintendent requires to perform her role in an exemplary fashion.
- 10.4 Performs tasks as may be assigned by the Deputy Superintendent.

## 11. Leadership Practices

- 11.1 Practices leadership in a manner that is viewed positively and has the support of those with whom he/she works in carrying out the Deputy Superintendent's expectations.
- 11.2 Exhibits a high level of personal, professional and organizational integrity.

Adopted/Reviewed: JUN 2016/FEB 2017/JUN 2017/JUL 2022

Reference: Sections 45, 45.1, 60, 61, 96, 113, 116, 117 School Act  
Employment Standards Code  
Freedom of Information and Protection of Privacy Act  
Labour Relations Code  
Occupational Health and Safety Act