Job Title:	Director IT Operations	**Wage/Hour Status:**	Exempt
Reports to:	Assistant Superintendent Information Security & Technology	**Pay Grade:**	509
Dept./School:	IT	**Date Revised:**	September 20, 2024

Primary Purpose

Responsible for the direction and oversight of the enterprise infrastructure and systems of the El Paso ISD. Oversee the design and implementation of the infrastructure to support the integration of new technology solutions.

Qualifications

Education/Certification

Bachelor's Degree in Computer Science or related field with a minimum of Five (5) years' experience in the management of an infrastructure, systems, or IT related team.

Special Knowledge/Skills

- Expert knowledge in managing customer relationships
- Expert level knowledge of system management functions within a multi-platform and/or network computing environment
- Knowledge of administrative and instructional systems
- Ability to plan and control tactical and strategic projects
- Excellent communication and people skills
- Strong analytical and organizational skills
- Ability to perform as a collaborator and generate team consensus
- Strong and effective project and people management abilities
- Leadership qualities to guide organization to achieve and maintain service level objectives

Major Responsibilities and Duties

1. Provide strategic direction and oversight of network, telecommunications, systems, applications, and data center services.
2. Work closely with the Assistant Superintendent and other departmental directors to plan, strategize, and ensure key initiatives are developed and completed.
3. Working with the department's leadership, set direction and vision for support for third-party, on premise, and cloud applications and services.
4. Identify opportunities for improvements, expansion, and/or reduction of services that meet the changing needs of the enterprise
5. Execute the implementation of storage, compute, telecommunications, and network related projects and services.
6. Direct the design, development and maintenance for systems, programs, WAN and LAN networks and systems software to meet the management information needs of the district
7. Provide effective management and oversight of cloud service offerings and service providers.
8. Working with the Information Security Office, ensure mitigation of security vulnerabilities and risks across managed systems, applications, and services.
9. Develop, maintain, and monitor effective operation processes to prevent failures of infrastructure, systems, applications and services.
10. Promote and use a data driven approach within its group to ensure Service Level Agreements are met and to drive understanding and improvements within areas of responsibilities.
11. Develop and drive a technical community that fosters innovation, agile design and test methodology, flexible teaming, knowledge sharing and talent transformation
12. Collaborate with other IT teams to develop and design the most appropriate technology & service deliverables, including a shared services framework.
13. Responsible for defining the enterprise architecture and technology review process.
14. Establish, coordinate and own network and systems capacity and performance management processes.
15. Manage change and inventory/configuration management processes.

16. Oversee data communication/network management facilities.
17. Oversee the configuration and management of the IT infrastructure to support requirements in areas such as data retention, security, business continuity, disaster recovery planning/testing and information risk management.
18. Ensure disaster recovery facilities/processes are in place and appropriately tested for compliance and audit readiness.
19. Evaluate performance of production resources and implements change when required to improve performance and reliability.
20. Hire, train, supervise, assign, and evaluate assigned staff, required to maintain maximum performance of District network and computer systems.
21. Responsible for the District wide network function's budget development, tracking of expenditures and capitalization of equipment.
22. Supervise, develop, evaluate, mentor, and coach staff. Cultivate an environment of continual learning and growth for team members.
23. Provide ongoing training, support, maintenance, and operations for the 1:1 student device program.
24. Ensure the procurement, configuration, and deployment of devices to identified campuses.
25. Partner with the Procurement department to established asset management, inventory and device lifecycle planning and controls.
26. Manage the procurement of student device refreshes according to student enrollment.
27. Perform other duties as assigned by supervisor.

Physical and Mental Job Requirements
   Mental Demands/Physical Demands/Environmental Factors
   Maintain emotional control under stress. Repetitive hand motions and prolonged use of the computer.
   Frequent District-wide travel and occasional statewide travel. Occasional prolonged and irregular hours.

Terms of Employment
   226 days; salary to be established by the Board of Trustees

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved: _____
Job Title: _____
Date: _____

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Date: _____

My supervisor has reviewed this job description with me and has provided me a copy.

Employee: _____
Date: _____