Job Title:	IST Program Management Office Manager	**Wage/Hour Status:**	Exempt
Reports To:	Assistant Superintendent	**Pay Grade:**	508
Dept/School:	Information Technology	**Date Revised:**	November 21, 2024

Primary Purpose

Manage the overall operation and leadership of the Information Security & Technology (IST) Program Management Office (PMO) and its staff, following best practice models. Core responsibilities include overseeing District Technology Innovation & Projects, Resource & Budget Administration, IST Governance, Catalog & Service Management, Strategic Planning, IST Contingency & Technology Planning, and Research, Engineering, and Evaluation. Accountable for managing federal and state grants, such as E-Rate and other technology funding sources. Develop and implement long-term innovation, technology, infrastructure, and device strategies, including refresh plans and budget forecasting. Prioritize governance and ensure strategic visibility to support accountability, data-driven decisions, and alignment with district strategic goals. Facilitate cross-functional collaboration, quality assurance, change management, and IST end-user informational resources and media.

Qualifications

Education

- Bachelor's Degree in Business Administration, Technology, or related field (preferred).

Experience

- Seven (7) years of experience managing district and/or top-tier organizational level fiscal budgets, overseeing resource allocations, contracts, inventory administration, and developing procurement request for proposals (RFP), quotes and information (preferred).
- Five (5) years' related experience managing district and/or top-tier organizational -level projects, teams and staff.
- Experience with E-Rate, federal and state grant funding requirements, and management (preferred).
- Supervisory experience required.

Special Knowledge/Skills:

- Advanced knowledge in department budget formulation, federal & state grants accounting, and Texas Education Agency Financial Accountability System Resource Guide.
- Leadership qualities that drive an organization to achieve and sustain high performance and service standards.
- Knowledge and experience in organizational change management, budget, cost, forecasting, program, project, contract, and procurement management; negotiating enterprise-wide projects and vendor agreements.
- Skilled in strategic thinking, vision setting, and direction planning, with the ability to anticipate program needs and plan for the future.
- Show ability in project management industry standards and concepts including risk, scope, schedule, communications, cost, resource/quality management.
- Knowledge and understanding of relevant regulatory requirements such as the Family Education Rights and Privacy Act (FERPA), and Children's Internet Protection Act (CIPA) data & reporting requirements.
- Strong analytical abilities and attention to detail with advanced proficiency in data analysis, report formulation, Microsoft Excel, database systems and other business management software and systems.
- Effective organizational, communication, people skills, and emotional intelligence.
- Perform well under stress; able to respond and work on multiple priorities while self-managing priorities and commitments in an appropriate and timely manner.
- Evident strong focus on customer service initiatives and management, rigor and discipline, teamwork, collaboration, staff development and training.
- Excellent written and verbal communication and presentation skills with the ability to make technical issues understandable to a wide-ranging audience.

Major Responsibilities and Duties

1. Manage the PMO team and ensure that a portfolio of critical IST-related projects and programs is executed effectively assuring value delivery that is efficient, compliant with the laws and organizational policies, within defined constraints of time, scope, budget, etc., and alignment with strategic and district goals.
2. Set the strategy for the PMO under IST area to identify, prioritize, and efficiently executive technical and IST related projects and initiatives that drive the highest value to the district.
3. Review project proposal and/or plan to determine time frames, funding, limitations, procedures, and staff requirements for accomplishing projects and allotment of available resources to various phases of project.
4. Direct and coordinate activities of personnel to ensure project progresses on schedule and within prescribed budget.
5. Lead cross-functional operating mechanisms and drive the design and adoption of portfolio management, information security controls, governance methods, processes, standards, tools, quality controls, metrics, and data visibility across all teams in the organization through coaching, training, and management.
6. Collaborate with executives, administrators, and stakeholders on all aspects of business, operations and IST management to identify and prioritize IST related projects and initiatives that align with district strategic priorities and provide the highest potential value.
7. Manage the E-Rate district program application & funding requirements and collaborate with IST teams to ensure adherence to budgetary allocations, asset management and completion of E-rate projects.
8. Manage planning and Beginning-of-Year (BOY) programming, monitor timeless, and maximize resource allocation to ensure schools are fully connected, equipped and technology operational before the first day of school which includes student devices, safety and security, wide-area network, and internet services.
9. Partner with cross-functional teams, district, and campus leadership to plan and assess technology needs, develop lifecycles, identified risks, costs, ensure service implementation, confirm computing & infrastructure deployments to maximize IST and Operations value delivery to stakeholders.
10. Forecast, formulate, plans and program the one-to-one (1:1) student device initiative budget, procurement, and deployment strategies in coordination with Budget, Procurement, IST Operations, and Instructional Technology departments.
11. Provide proactive engagement and consultation to executive and administrative leadership with respect to department/campus projects, project management needs, performance and research and evaluation.
12. Participate as an IST senior leader in the development and implementation of district & IST strategic plan.
13. Research, develop, and implement policies and procedures for functional areas under charge consistent with current standards, best practices, and regulatory mandates.
14. Develop, maintain, and implement the district Technology Plan and metrics data quality improvement strategies, working within cross-functional teams within the district and other districts.
15. Lead and establish standardized methodologies, guidelines, best practices to support change management initiatives and optimize resource allocation, project selection and risk management.
16. Establish partnerships and collaborate with other educational institutions, business, vendors and government agencies for research projects, education programs and community initiatives.
17. Develop, teach, maintain, and uphold knowledge management process across the IST area to ensure proper value stream documentation, reporting, data collection, and to facilitate relevant, organized, user-friendly, and accessible information sharing.
18. Lead the collaboration and development of the IST catalog, service management, metrics, administrative regulations, standards, policies, and procedures.

Policy, Reports and Law

19. Implement and adhere to the CIPA & FERPA standards, State Board of Education rules, local board policy, and other state & federal laws pertaining to safeguarding student data, internet security, student technology safety, and continuously remain abreast of cyber & technology security laws and programs associated with Texas school districts.
20. Ensure district compliance with E-rate federal reporting requirements, timeliness, and program management.
21. Develop policy, procedures, and technology standards for districts and serve district governing committees.
22. Participate in development, implementation, and maintenance of policies, objectives, and short- and long-term planning; develop tracking and evaluation programs & metrics to meet/exceed established goals.
23. Prepare reports and make presentations to the department, executive leadership, and the board.
24. Complete and provide periodic reports on department statistics, performance benchmarks, and assessments.
25. Document and upkeep PMO plans, procedures, workflows, and processes.
26. Exercise and lead adoption of Information Technology Infrastructure Library (ITIL) and other notable technology frameworks and practices to create efficiencies.

Budget and Inventory

27. Manage division's resource management and allocation, including human resources, budget, and equipment, to ensure optimal utilization and alignment with strategic objectives.
28. Formulate, reconcile, and manage the division's annual budget - local, federal and grant funding.

29. Identify E-Rate funding for eligible services and equipment for schools and manage all program requirements and submissions under the Federal Universal Service Administrative Company (USAC) directives.
30. Ensure proper procedures, inventory, documentation, procurement, payment and retention of goods, services and equipment purchased with E-rate funding in compliance with federal regulations.
31. Maintain department budget and expenditure; prepare justifications to support staffing, equipment, and supply requests and perform periodic cost and productivity analyses.
32. Responsible for district and division contract management to include IST projects, construction, infrastructure, operations, equipment and goods and services.
33. Administer contracts for district technology, software, educational technology, public safety, security, and IST critical services.
34. Manage temporary employee agreement contracts with outside vendors for temporary services ensuring clarity on terms related to salaries, benefits, duties, contract, and performance expectations in support of the district's effective operation.
35. Develop formal analysis, presentations, bids/Request for Proposals (RFP)/competitive Seal Proposals (CSP) for the procurement of technology projects and contract management.
36. Evaluate bid submissions and provide award recommendations to the board for consideration and approval.
37. Approve and process invoices and purchase orders for technology projects for payment.
38. Review and recommend renewal of all district technology, systems, and software maintenance contracts.
39. Conduct vendor evaluations and negotiations and monitor vendor related projects.

Personnel Management
40. Supervise assigned professionals and contractors in support IST projects, initiatives, and technology.
41. Ensure fidelity to the organization-wide hiring standards for PMO staff so that all projects are staffed with the right personnel for the job with the necessary skills, experience, knowledge, and abilities.
42. Organize schedules, monitor performance, and ensure employee quality work outcomes.
43. Ensure employees understand their job duties and how performance will be measured.
44. Evaluate employee performance, provide feedback, and make recommendations to management.
45. Provide staff development opportunities for personal & professional growth, on-the-job and continuous training, and education of current technology uses and future trends.
46. Recruit, hire, and retain the best performers guaranteeing internal integrity and external competitiveness and make sound recommendations for progressive discipline and/or dismissal of personnel.
47. Serve as a member of the department's & district leadership team and collaborates with executive management to provide leadership to the department and district stakeholders.

Safety & Security
48. Collaborate in the development of district's technology business planning, processes, assessments, disaster recovery plans and district's emergency operations plan.
49. Manage and assess IST project, technology and operation risks and issues proactively and implement risk mitigations strategies and contingency plans to minimize disruptions and maximize strategy and goal success.
50. Develop and work with cross-functional teams to maintain and test the IST contingency plan.
51. Align information security & technology governance with district strategies and industry frameworks to establish a strong and robust district security posture that encourages the adoption of innovative technologies and cultivates a safe learning environment.
52. Maintain a professional level of confidentiality concerning personnel and student information.
53. Develop, maintain, monitor, and update the district's technology, contingency, strategic plans, cybersecurity policies & framework, IT Service Catalog, and initiatives.

Other
54. Serve as a district's technology governance committee team member and develops input for the district technology policies, objectives, and short- and long-term strategic planning.
55. Provide a friendly, safe, timely, quality driven environment responsive to the district and community needs.
56. Foster and adhere to an environment based on the district core values. Cultivate a teamwork atmosphere and build high performance teams.

57. Attend professional & leadership growth opportunities and maintain a broad and current knowledge of emerging technology, innovation, equipment, and systems.
58. Support the goals and objectives of the district and comply with policies established by federal and state law, State Board of Education rules, and local board policy.
59. Uphold and adhere to safety rules and polices of the EPISD ISD safety program.
60. Perform other appropriate duties, as assigned.

Supervisory Responsibilities:
Supervise and assist in the evaluation and performance of the Information Security & Technology (IST) Information Services Department staff.

Physical and Mental Job Requirements
Mental Demands/Physical Demands/Environmental Factors:
Work with frequent interruptions; maintain emotional control and professionalism in a fast-paced, high stress environment. Repetitive hand motions; prolonged use of computer. Occasional prolonged and irregular hours. Work on-call and after hours and frequent district wide travel.

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: _____

Approved: _____

Job Title: _____

Date: _____

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

Employee: _____

Date: _____