



**EMPLOYEE NAME:** \_\_\_\_\_

Revised: 9/98; 11/98; 9/04; 1/08; 8/08; 10/08; 12/08; 7/10; 10/12, 2/15, 6/16; 6/18

**JOB DESCRIPTION**

|   |  |
|---|--|
| <b>POSITION TITLE:</b> Associate Director Technology Support, FNS   | <b>JOB CODE:</b> 427E                                    |
| <b>DIVISION:</b> Business Services  | <b>SALARY SCHEDULE:</b> Professional/Supervisory Support |
| <b>DEPARTMENT:</b> Food and Nutrition Services  | <b>WORK DAYS:</b> 238                                    |
| <b>REPORTS TO:</b> Executive Director, Food and Nutrition Services  | <b>PAY GRADE:</b> Rank B (NK02)                          |
| <b>FLSA:</b> Exempt   | <b>PAY FREQUENCY:</b> Monthly                            |
| <b>PRIMARY FUNCTION:</b> Responsible for all Technology operations within the department. Directs all activities of internal technology support group. Oversees technology purchases and services provided to internal and external customers. Directs research, development, and implementation of technologies to support business objectives. Aligns and calibrates the department’s technology strategy with its business goals and objectives. |  |

**REQUIREMENTS:**

|    |  |
|----|--|
| 1. | Educational Level: Bachelor Degree in Computer Science, Information Systems, Business Administration, or other related field or equivalent work experience   |
| 2. | Certification/License Required: MCTS or higher in Windows Operating Systems or Database management required; A+ or equivalent required; MCITP or MCSE or equivalent preferred  |
| 3. | Experience: Minimum of 5 years of IT and business/industry work experience, with at least 2 years of leadership experience in managing cross-functional teams and projects. Minimum of 2 years’ K-12 food service management software experience |
| 4. | Physical Activities: Routine physical activities that are required to fulfill job responsibilities   |
| 5. | Knowledge, Skills, & Abilities: Written and oral communication, technical knowledge in IT customer service, broad knowledge in K-12 point of sale and food service management technologies/processes, problem solving and leadership skills      |

*The Board of Education and the Superintendent may accept alternatives to some of the above requirements.*

**ESSENTIAL DUTIES:**

|     |   |
|-----|---|
| 1.  | Demonstrates prompt and regular attendance.   |
| 2.  | Supervises, coordinates, and schedules FNS Technology Support staff to ensure effective customer support. |
| 3.  | Interviews, hires, and evaluates performance of FNS Technology support staff.                             |
| 4.  | Provides leadership and direction for department technology operations and support.                       |
| 5.  | Responsible for ensuring comprehensive, accurate, and timely service for all support requests.            |
| 6.  | Ensures proper escalation and resolution of service issues internally and to other departments.           |
| 7.  | Researches and evaluates new technology equipment, software products and services for department usage.   |
| 8.  | Forecasts and prepares budget for department technology expenditures.                                     |
| 9.  | Provides operational reports and data metrics as needed.  |
| 10. | Communicates and coordinates with CCSD Technology, Financial Services, and other CCSD staff.              |
| 11. | Performs other duties as assigned by appropriate administrator.   |

Signature of Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature of Supervisor \_\_\_\_\_ Date \_\_\_\_\_