# JOB DESCRIPTION

| POSITION TITLE: | Director, Field Services | JOB CODE: | 643 |
| DIVISION: | Strategy and Accountability | SALARY SCHEDULE: | Technology Services |
| DEPARTMENT: | Technology Services | WORK DAYS: | 238 |
| REPORTS TO: | Senior Executive Director of Technology | PAY GRADE: | Rank A (NT01) |
| FLSA: | Exempt | PAY FREQUENCY: | Monthly |

**PRIMARY FUNCTION:** Directs all activities of an assigned IT functional group; directs tactical and operational IT provisioning infrastructure to support the enterprise's business goals; aligns and calibrates the organization's technology deployment strategy with its business strategy; oversees technology purchases and services provided to multiple internal customers; directs the development and implementation of technologies to support business objectives.

**REQUIREMENTS:**

1. **Educational Level:** Bachelor Degree in Computer Science, Information Systems, Business Administration, or other related field; Master Degree preferred
2. **Certification/License Required:** Non Required
3. **Experience:** 5 years of IT and business/industry work experience, with at least 2 years of leadership experience in managing multiple, medium to large cross-functional teams or projects
4. **Physical Activities:** Routine physical activities that are required to fulfill job responsibilities
5. **Knowledge, Skills, & Abilities:** Written and oral communication; technical knowledge in network and/or IT customer service as well as broad knowledge in other disciplines/technologies/processes that interact with the assigned function

*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. **Interviews, hires and evaluates performance of Field Services team members.**
3. **Provides leadership and direction for building level IT support.**
4. **Responsible for insuring Field Services team usage of change control, project management, and configuration management guidelines/practices.**
5. **Provides comprehensive and timely customer support/service for all field related service requests.**
6. **Insures proper escalation of all service requests both internally and to other departments.**
7. **Produces performance reports for upper management and schools as needed.**
8. **Evaluates new products and services for school usage as needed.**
9. **Forecasts and prepares budgets for departmental expenditures.**
10. **Communicates and cooperates with other directors and CCSD staff.**
11. **Performs other duties as assigned by appropriate administrator.**

Signature of Employee ____________________________ Date ____________________________

Signature of Supervisor ____________________________ Date ____________________________