

ACCESS Council
Employee Position Description & Responsibilities

Position Title:	Director of Technology Services
Category:	FLSA Exempt
Contract:	Contract terms and conditions as approved by the ACCESS Governing Board and ACCESS policy.
Compensation:	Salary, insurance coverage and fringe benefits as established by the ACCESS Board of Directors.
Qualifications:	<p>The following qualifications are considered as guidelines:</p> <ul style="list-style-type: none">▪ Bachelor's Degree in Information Technology, Computer Science, Business, or related field; or equivalent combination of education and technical experience▪ Five years of technology experience in an educational environment preferred. Specific knowledge in networking, email, fiscal, student, library and EMIS reporting.▪ Skills and abilities to write and speak effectively in both small and large group settings.▪ Abilities and attributes to promote positive internal and external customer relations, including creating effective interpersonal relationships and projecting a professional image.▪ Alternatives to the above as approved by the ACCESS Governing Board.
Reports to:	Executive Director
Supervises:	Technical Services Personnel
Job Goal:	In summary, this position is responsible for the strategic planning, support and management of ACCESS's technical services and infrastructure.

PERFORMANCE RESPONSIBILITIES:

1. Manage day-to-day technical operations and the fiber optic network.
2. Provide strategic level support and direction for the technical architecture of ACCESS's systems.
3. Provide strategic level support and direction for the physical maintenance of the fiber network.
4. Lead and manage the technical operations staff.
5. Ensure hardware reliability and performance.
6. Provide application support and ensure upgrades are implemented in a timely manner.
7. Provide system level security in accordance with the state auditor's guidelines.
8. Develop, maintain and test an adequate disaster recovery plan.

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9. Ensure users are notified of all changes and modifications in a timely manner.
10. Preserve a good working relationship with vendors, maximizing the support and assistance received.
11. Assist in long-range planning to meet the needs of customers.
12. Engage in an ongoing program of in-service in the areas of assignment and earn a minimum of two CEU's per year.
13. Perform other related duties as may be assigned by the Executive Director and/or the ACCESS Governing Board.

REQUIRED ETHICAL AND PROFESSIONAL ATTRIBUTES AND BEHAVIORS:

1. Is regular and prompt in attendance
2. Seek opportunities to improve skills and grow professionally
3. Prepare an annual professional development plan to guide individual growth and performance improvement, support the ACCESS and program/department goals, and all service constituents.
4. Attend and actively participate in all required/assigned training sessions, meetings and other responsibilities
5. Provide quality service to both internal and external colleagues and customers
6. Seek opportunities to participate as a productive member of the ACCESS and other committees and teams
7. Generate internal and external support for services
8. Represent ACCESS and its service schools with professionalism at all times
9. Demonstrate integrity and ethical behavior at all times
10. Respond quickly to directions for improvement from supervisors
11. Maintain confidentiality in all job-related discussions and communications

OTHER EXPECTATIONS AND DEMONSTRATED SKILLS AND ABILITIES:

1. Possess a valid driver's license
2. Read, analyze and interpret data and reports
3. Write reports, correspondence and other appropriate communications
4. Present information and respond to questions effectively and efficiently
5. Prioritize tasks, requirements and expectations in order to perform to a standard of excellence in service

PHYSICAL DEMANDS & WORK ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, walk, talk, hear, and operate a computer and other technology devices. The employee must occasionally lift

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and/or move up to **50 pounds, such as notebooks, reports**, etc. Specific vision duties of this job include close vision.

The noise level in office work environments is relatively quiet but may escalate in group settings. The noise level in classroom positions is often elevated.

This position requires meeting deadlines with severe time constraints. This position involves stress as a result of those time sensitive obligations, the responsibility to ensure that laws and regulations are followed, and the demands of maintaining communications with large and diverse publics.

The information contained in this job description is in compliance with the American with Disabilities Act and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals employed in this position as needed and assigned by the Administration and/or the Governing Board. Administrators should communicate additions and changes in this job description in writing to the employee. ACCESS Council is an equal opportunity employer, and employs individuals without regard to race, religion or ethnicity.

This Job Description has been reviewed with me, I understand the duties and responsibilities which are expected of me, and my questions as of this date have been answered.

Signed, _____, Employee, on ____/____/____

Signed, _____, Supervisor, on ____/____/____