



ACCESS COUNCIL

Administrator Succession Plan

LSmith – 12/2017

ACCESS Council

Administrator Succession Plan

In the event of an unplanned absence of the Executive Director, the following guidelines can be used to sustain the operational integrity of the organization.

Event

The unplanned, or extended absence (Event) of the Executive Director requires the Board of Directors to act and appoint an Interim/Acting Executive Director to ensure that the operations of ACCESS continues unimpeded. An unplanned or extended absence may be defined as longer than one (1) month.

Executive Director Priorities

The Executive Director's job description is outlined below and attached for reference. Along with the duties outlined in the job description, it is the Executive Director's responsibilities to serve as the organizations principal leader, representative, and spokesperson. These duties should be carried out by the designated Interim/Acting Executive Director.

Key Responsibilities:

1. Directs the overall operations of ACCESS.
2. Keeps member districts informed and updated on emerging technologies.
3. Works with direct reports to coordinate the operations of the ACCESS consortium.
4. Conducts, in coordination with direct reports, annual evaluations of the ACCESS Staff.
5. Liaison with other state offices and DA Sites.
6. Works with committees established by the ACCESS Assembly and Board of Directors to prepare recommendations dealing with finance, personnel, governance, planning and other topics as may be necessary.
7. Preserves a good working relationship with vendors, maximizing service and technical guidance received.
8. Develops and maintains job descriptions of ACCESS Staff members.
9. Operates ACCESS's E-Rate program for customers, including all required forms, contracts, invoices, and annual tracking, as well as required recordkeeping.
10. Attends and participates in all meetings of the ACCESS Assembly, Board of Directors, and committees, except during times when the salary of the Executive Director is under consideration.
11. Prepares the annual operating budget recommendations and implements the Assembly-approved budget.
12. Prepares and submits to the ACCESS Assembly and Board of Directors, recommendations relative to all matters requiring their respective actions, providing necessary and helpful facts, information, and reports as are needed to insure the making of informed decisions.
13. Secures and nominates the best qualified and most competent personnel for employment.

14. Keeps informed of trends and practices in educational data processing by attending training classes or programs, visiting other similar operations, by attending conferences, and by other appropriate means.
15. Formulates long-range plans and accompanying time lines and recommend steps for accomplishment of those plans including budgetary implications.
16. Performs other related duties as may be assigned by the ACCESS Governing Board.

Interim/Acting Executive Director

The ACCESS Board of Directors shall appoint the Interim/Acting Executive Director and determine compensation commensurate with the position.

ACCESS Organizational Hierarchy

The Executive Director serves as the leader of the organization and reports directly to the Board of Directors. The Executive Director oversees an administrative team serving in leadership capacities over assigned departments and staff. Each leader reports to the Executive Director and is responsible for their direct reports.

Three (3) key leadership positions exist for the purposes of ensuring the bi-directional dissemination of information between the Executive Director and each leader. Each position carries the same weight.

- Director of Student Information and State Reporting
- Treasurer
- Director of Technology Services

In the absence of the Executive Director, the leadership team has the knowledge and responsibility to manage their department and staff to guarantee that the organization functions smoothly and all Service Level Agreements (SLA) are met.

ACCESS Leadership Team

Job descriptions pertaining to the duties of the ACCESS leadership team are included and made part of this document.

The transfer of critical operational duties, responsibilities of the Executive Director, are distributed as follows.

- Director of Student Information and State Reporting
 - Executive Director shares knowledge of applications pertaining to this department, including future decision-making planning, state guidelines via ODE and SSdT, consortium application offerings, and all pertinent data relative to Student Information and EMIS.
 - The Director of Student Information and State Reporting can represent ACCESS and the Executive Director in student-related duties, i.e., attend state-level meetings, share recommendations with the board of directors, etc. in his/her absence.

- Treasurer
 - Executive Director shares knowledge of ACCESS customer contract preparation involving service billing formulas, E-rate calculations, and reimbursement methodology. The Executive Director will work with the Treasurer to identify and maintain funds pertaining to VoIP, Wireless, Network, Fiber, Applications, etc. for future cost allocation and budgeting. Procedures for maintaining ACCESS status as an E-rate service provider will also be shared.
 - Executive Director will work with the Treasurer to ensure personnel needs are met. Planning for continuous review of benefit packages afforded to staff, per the *ACCESS Employee Handbook*, and yearly salary increases are budgeted by Executive Director and Treasurer upon approval of the board of directors.
 - The ACCESS treasurer can represent ACCESS and the fiscal duties of the Executive Director in his/her absence.

- Director of Technology Services
 - Executive Director will maintain responsibility for the ACCESS fiber network and all contracts pertaining to its use and partnership with commercial entities. The Director of Technology will be versed in understanding the fiber infrastructure, current contracts, maintenance (remediation), utility management, and all necessary tasks to support the ACCESS fiber network.
 - All consortium level agreements pertaining to the ACCESS network will be shared with the Director of Technology.
 - The Director of Technology can represent ACCESS and perform fiber and/or network oversight responsibilities of the Executive Director in his/her absence.

The ACCESS leadership team will be prepared to represent ACCESS at relevant MCOECN, ODE, SSDT, StudentInformation, EMIS, Fiscal, and Auditor of State [including all pertinent entities not mentioned herein] meetings and trainings to gather information to ensure ACCESS remains compliant and current.

ACCESS Organizational Chart

The organizational chart consists of all positions within the ACCESS organization and depicts the relationship between direct reports and their supervisors. The chart also depicts cross-training efforts to maintain a sound level of knowledge within the organization in the event of a loss of an employee. A copy of the organizational chart is included.

Departmental Assignments and Succession

[Student Services](#)

The Student Services department consists of three (3) positions: one (1) Director of Student Services and State Reporting and two (2) Student Services Support personnel. The Director of Student Services and State Reporting reports directly to the Executive Director. Student Services Support personnel report directly to the department Director. Job Descriptions pertaining to these positions are included.

All student-related application knowledge is shared between the three (3) individuals. StudentInformation and EMIS processing knowledge will be the focus of cross-training in this department such that in the absence of any individual, the department continues to wholly function.

The Director and Student Services Support personnel are responsible for maintaining a level of customer service support for ACCESS clients. Customer service, in line with the Student Services service level agreement (SLA) are a primary function of the student services department. At the direction of the Director, all student services personnel will be cross-trained as appropriate.

Fiscal Services

The Fiscal Services department consists of three (3) positions: one (1) Treasurer; one (1) Assistant Treasurer and one (1) Fiscal Support personnel. The Treasurer reports directly to the Executive Director. Fiscal Services personnel report directly to the Treasurer. Job Descriptions pertaining to these positions are included.

The Treasurer and Assistant Treasurer collaborate and share the responsibility of the fiscal operation of ACCESS ensuring there are checks and balances in place to meet the standards of the Auditor of State. The Executive Director is part of the checks and balance oversight.

The Treasurer, Assistant Treasurer and Fiscal Support personnel are responsible for maintaining a level of customer service support for ACCESS clients. Customer service, in line with the fiscal service level agreement (SLA) are a primary function of the fiscal services department. At the direction of the Treasurer, all fiscal services personnel will be cross-trained as appropriate.

Network Services

The Network Services department consists of the following positions:

Director of Technology Services
Wide Area Network Administrator
Database Administrator
Systems Administrator
Library/Network Administrator

Job Descriptions pertaining to these positions are included.

The Director of Technology Services reports to the Executive Director
Network Services support personnel report directly to the Director of Technology Services.

Director of Technology

The Director of Technology oversees the department and reports directly to the Executive Director. The Director oversees all critical systems and maintenance contracts associated with their support needs. The ACCESS Fiber plant and all relevant services pertaining to its maintenance, restoration, and future planning needs is the responsibility of the Director of Technology working in conjunction with the Executive Director. The Director also oversees day-to-day operations of the ACCESS network.

Wide Area Network Administrator

The Wide Area Network Administrator (WAN Administrator) is responsible for the operation and integrity of the access network, access fiber, VoIP, wireless, Internet filter, firewalls, district connectivity and all network-related areas. WAN Administrator works closely with the Director of Technology to ensure that all aspects of this area remain functional in his/her absence.

Systems Administrator

The Systems Administrator is responsible for the operation and integrity of the local area network, i.e., Alpha, virtualization system, backup system, disaster recovery and back-up policies and procedures, active directory, email, archival system, etc., and all application integration requested by district/vendor requirements. The System Administrator works closely with the Director of Technology to ensure that all aspects of this area remain functional in his/her absence. The Systems Administrator provides limited backup support for the Database Administrator.

Database Administrator

The Database Administrator is responsible for maintaining ACCESS databases, data integration and extraction, report writing and developing scripts, etc. necessary for the data flow between StudentInformation and vendor specific (district contracted) services. The DBA also is integral to prepare data for conversions in both fiscal and student environments. The DBA works closely with the Director of Technology and both Student and Fiscal Services.

Library/Network Services

The core function of the Library/Network Services Administrator is to support INFOhio, and electronic resources provided via INFOhio, within the district libraries. The responsibilities of this position rest solely on the Library Services Administrator. Back-up support for this position is available directly through INFOhio.

As a secondary focus, the Library/Network Services personnel engage in wireless support and Internet filter support (cross-trained) as a back-up and support to the WAN Administrator.

All positions within the Network Services group are highly technical and require ongoing training to remain current in their areas.