



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA  
JOB DESCRIPTION

POSITION TITLE: Director, ~~Network Integration~~ Classroom Technology and Desktop Support Services  
JOB CODE: R-008  
CLASSIFICATION: Exempt  
SALARY BAND: D  
BARGAINING UNIT: ESMAB  
REPORTS TO: ~~Chief Operations Officer (COO)~~ Chief Information Officer (CIO)  
CONTRACT YEAR: Twelve Months

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**POSITION GOAL:** Ensure that all customer applications, such as computer networks, ~~communications systems~~, video and audio systems, and software applications are operational and efficient. Provide oversight for ~~by overseeing appropriate, effective, and timely~~ network infrastructure design and installation, and expansion of all communications systems to ensure successful daily operations, customer satisfaction, and compliance with District adopted technology standards.

**ESSENTIAL PERFORMANCE RESPONSIBILITIES:**

The Director, ~~Network Integration~~ Classroom Technology and Desktop Support Services shall carry out the essential performance responsibilities listed below.

- Supervise staff as assigned in the performance of job duties.
- Provide strategic and operational leadership of all functions within the desktop services platform, including end user computing, audio visual, technology specifications and service management.
- Manage a team of internal professionals and external service providers that are responsible for consistent operational support and technical functionality.
- Oversee the preparation and effective management of the annual operating budget.
- Provide continuous review of operational performance to determine opportunities for improvement.
- Recruit, train and develop highly effective staff. Provide training in the use of industry best practices, established engineering methodologies and documented procedures relative to technology.
- Oversee regular operational reviews, including performance reporting and continuous improvement progress.
- Manage the problem identification and resolution processes to identify and proactively remediate incidents.
- Set, maintain, and improve alerting and monitoring of all systems, applications and critical infrastructure.
- Assess performance, develop improvement plans, and implement solutions to drive continuous improvement for desktop services.
- ~~develop and maintain technical specifications for communications infrastructure, LAN (local area network) design, power upgrades, end user devices and any other technology related equipment for which district technology standards will be developed.~~
- ~~manage the network integration unit by supervising department and contract personnel and overseeing the plans, designs, integration, and maintenance of the district wide communications network infrastructure and associated installation/expansion of all communications systems to ensure that contractual agreements have been met, systems are operational, efficient, and in compliance with district adopted technology standards for successful daily operations and customer satisfaction.~~
- ~~support all aspects of the district's communications network and ensure the operability and interoperability of all systems within the district, in collaboration with other ETS units.~~
- ~~develop~~ Collaborate with Curriculum Specialists to develop and maintain basic technology ~~basic~~ equipment lists ~~in conjunction with curriculum specialists~~ inventory reports in support of all instructional programs and future initiatives for all schools and district sites.

- ~~develop~~ Develop Requests for Proposals and bids ~~with in conjunction with purchasing staff~~ Procurement & Warehousing Services for large district procurements of end-user equipment, network equipment, and all telecommunications systems technology and services and ~~continue to monitor spending authorities upon award; manage district procurement of all cell phones, pagers, and radio units for all schools and district sites.~~
- ~~assist the user community to complete individual technology audits for all schools and district departments; as requested, provide~~ Provide support to schools, Audit, and other District departments and ~~audit staff~~ by providing inventory reports of technology equipment, as needed.
- ~~develop and manage annual budgets for capital projects as per district approved plans to assist the Chief Operations Officer and maintain the software/hardware maintenance budgets for various services, applications and systems.~~
- ~~provide~~ Provide technical assistance to all technology support units in the Broward County School System, as needed.
- ~~supervise~~ Manage vendors ~~as primary contact in a multi-vendor environment~~ to ensure the purchase of proper equipment, satisfactory installation and service, and to oversee proper pricing structures.
- ~~develop~~ Develop and design appropriate technical standards for data, voice and power upgrades with Facilities Design staff for systems in new schools, relocatables, phased, remodel, and replacement projects, ~~and coordinate~~ Coordinate the installation and technology outfitting of these sites.
- ~~collaborate~~ Collaborate with ~~district~~ staff from various units to develop appropriate technology solutions aligned with the district's strategic plan Districts' Strategic Plan for various initiatives, ~~and Provide~~ management and oversight of related these projects to ensure support for as related to the technical needs.
- ~~manage district E rate funding program and contracts on annual basis to enable school district to receive eligible discounts on all telecommunications services, communications infrastructure, equipment and qualified projects under the Schools and Libraries Department rules and regulations.~~
- ~~manage~~ Manage installation and assist with technical support of video and audio conferencing systems, as well as other audio visual technology for classrooms, and conference rooms and offices.
- ~~create~~ Create and deliver training programs ~~for on technical integration and support of all systems to the Network Integration for Classroom Technology and Desktop Support staff on an ongoing basis~~ to ensure knowledge of updated systems, ~~and supervise~~ Supervise staff ~~to create trainings~~ to support the end user community.
- ~~perform~~ Perform and promote all activities in compliance with the equal employment and non-discrimination policies of the The School Board of Broward County, Florida.
- ~~participate successfully~~ Participate in the training programs offered to increase enhance the individual's skill individual skills and proficiency related to the assignments job responsibilities.
- ~~review~~ Review current developments, literature and technical sources of information related to job responsibility responsibilities.
- ~~ensure~~ Ensure adherence to ~~good~~ safety rules and procedures.
- ~~follow~~ Follow ~~Federal~~ federal and ~~State~~ state laws, as well as School Board policies.
- ~~perform~~ Perform other duties as assigned by the ~~Chief Operations Officer (COO)~~ Chief Information Officer immediate supervisor, or designee.

#### MINIMUM QUALIFICATIONS & EXPERIENCE:

- An earned bachelor's degree from an accredited institution.
- A ~~Minimum~~ minimum of eight (8) years within the last ten (10) years, of increasingly more responsible experience and/or training in the field related to the title of the position.
- Experience must include supervisory or administrative experience in the administration of information technology systems.
- Advanced analytical, problem solving and critical thinking skills.
- Effective verbal, written and interpersonal communications skills.
- Knowledge of current computing technologies and software applications appropriate to the position's job responsibilities.
- ~~Computer skills as required for the position.~~

**PREFERRED QUALIFICATIONS & EXPERIENCE:**

- Preferred degree major in computer sciences, or related field.
- Experience required to include at least five (5) years supervisory or administrative experience in the administration of information/ education technology systems.
- Requires the ability to manage multiple projects and create and manage departmental budget for major projects across the District.
- Experience in a public K-12 school system with knowledge of E-rate funding strategies preferred. Progressively more responsible work experience required designing, planning, integrating, and installing campus level communications infrastructure systems and end user devices, developing and maintaining on-going District technology standards and complex, detailed records.
- Bilingual skills preferred.

**SIGNIFICANT CONTACTS – frequency, contact, purpose, and desired end result:**

Regularly coordinates with school principals and departmental management across the district (~~Facilities, BECON, Maintenance, Curriculum, Auditing, Safety, etc.~~) in developing, planning, designing, installing, and managing systems and services that meet district needs related to technology and integration. ~~Supervises contracted vendors daily and continuously meets with vendors to manage approved contracts and to identify the appropriate technical needs of the Broward County School District.~~ Regularly coordinates and manages various district committees to ensure district technology standards are met.

**PHYSICAL REQUIREMENTS:**

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or up to 10 pounds of force as needed to move objects.

**TERMS OF EMPLOYMENT:**

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

**EVALUATION:**

Performance will be evaluated in accordance with Board Policy.

Revised: 5/20/97 &

Adopted: 6/17/97

Organizational Chart: 5/9/00

Board Adopted: 12/16/03

Title Change Adopted: 5/4/04

Board Adopted: 7/26/05