



**THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA
JOB DESCRIPTION**

POSITION TITLE: Executive Director, Information Technology Customer Service
JOB CODE: R-005
CLASSIFICATION: Exempt
SALARY BAND: E
BARGAINING UNIT: ESMAB
REPORTS TO: Chief Information Officer
CONTRACT YEAR: Twelve Months

POSITION GOAL:

To effectively plan, implement and monitor communications and information processing needs of the School District.

ESSENTIAL PERFORMANCE RESPONSIBILITIES:

The Executive Director, Information Technology Customer Service shall carry out the essential performance responsibilities listed below:

- Supervise staff as assigned in the performance of job duties.
- Develop, implement, evaluate and update the School Board technology plan in collaboration with District administrators, school principals and information technology coordinators.
- Coordinate the establishment, implementation and maintenance of District policies/procedures and security controls.
- Employ the cost-effective use of out-source services in support of district technology initiatives.
- Provide software, computing, network and programming services in support of the District's administrative management activities.
- Coordinate District technology support services for division staff and school coordinators of information technology.
- Provide accurate and timely information to support decision-making at the school and District level.
- Establish effective procedures for monitoring and evaluating the District technology plan implementation and all divisional operations.
- Assist in preparing and monitor the departmental budget and assist in preparing the annual budget for technology.
- Recommend changes to expand services and increase productivity.
- Establish standard policies and procedures affecting the use and maintenance of the communication infrastructure.
- Serve as liaison to other Divisions. Interact with parents, outside agencies, businesses and the community to enhance understanding of district initiatives and priorities and to elicit support and assistance.
- Keep the Chief Information Officer informed, through appropriate channels, of potential problems or unusual events.
- Represent, consistently, the district in a positive and professional manner.
- Provide leadership and guidance in the development of annual goals and objectives for department or program.
- Supervise assigned personnel, conduct annual performance appraisals and make recommendations for appropriate employment action.
- Prepare, or oversee the preparation of, and submit all required reports in a timely manner and maintain all appropriate records.
- Perform and promote all activities in compliance with the equal employment and non-discrimination policies of the School Board of Broward County.
- Participate in the training programs offered to enhance the individual's skills and proficiency related to job responsibilities.
- Review current developments, literature and technical sources of information related to job responsibilities.
- Ensure adherence to ~~good~~ safety rules and procedures.
- Follow federal and state laws, as well as School Board policies.
- Perform other duties as assigned by the immediate supervisor, or designee.

MINIMUM QUALIFICATIONS & EXPERIENCE:

- An earned bachelor's degree from an accredited institution.
- A minimum of ten (10) years within the last twelve (12) years of experience in the field related to the title of the position, including at least five (5) years in a management capacity.
- Computer skills as required for the position, including knowledge of and skills in computer and technology operations.
- Knowledge of current trends and best practices in information technology and telecommunications management, and project management, design, and systems analysis.
- Prior experience requiring the application of knowledge of personnel protocol and procedures and advanced skills in oral verbal and written communications.
- IT Infrastructure Library (ITIL) certification V2 or higher.
- Extensive familiarity of ticketing systems (e.g., Remedy), IT Service Management (ITSM), ITIL and other industry leading IT service management tools and processes.

PREFERRED QUALIFICATIONS & EXPERIENCE:

- An earned master's degree in computer sciences, business administration, public administration or related field from an accredited institution.
- A minimum of eight (8) years of experience within the last ten (10) years of experience in the field related to the title of the position, including at least five (5) years in a management capacity.
- Bilingual skills.

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

Regularly coordinates with district departments, senior managers, and principals to ensure the District's communications, information technology applications, technology infrastructure, and customer service support continues to meet the educational and business needs of the Broward County School District.

PHYSICAL REQUIREMENTS:

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently 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.

Board Approved: 5/15/2001 &

Adopted: 6/19/2001*

Reporting Title Change: 4/01/03

Revised: 07/22/08

Board Approved: 06/15/21

Board Adopted: 07/2021