



**JOB DESCRIPTION**  
Director (IT Support)

<b>DIVISION:</b> Office of Performance & Information Technology (PIT)	<b>GRADE:</b> IT6
<b>DEPARTMENT:</b> IT Infrastructure & Production Services	<b>WORK DAYS:</b> Annual
<b>REPORTS TO:</b> Executive Director (IT Infrastructure and Production Services)	<b>FLSA STATUS:</b> Exempt
<b>CLASSIFICATION:</b> At-Will	<b>DATE:</b> 6/8/2021

**Our Mission:** Through a caring culture of equity, trust, and collaboration, every student will graduate ready for college, career, and life.

**Our Vision:** A high-performing school district where students love to learn, educators inspire, families engage, and the community trusts the system.

**Our Guiding Principles:** **Equity** in our approach to decision making, **Ethics** to demonstrate our integrity, **Engagement** with our school community, and **Excellence** in everything we do.

**POSITION SUMMARY**

The Director (IT Support), develops an enterprise resource planning framework for the effective and efficient management of IT customer service, support and integration service delivery for the entire school district. Directs and is responsible and accountable for the implementation, support, and maintenance of the district's computers and related classroom technology, including level 1, Client Support, and level 2, Field Support. Ensures that appropriate project management standards and IT governance processes are developed, utilized and reported for all IT support and implementation efforts.

**MINIMUM REQUIREMENTS**

***EDUCATION:***

- Bachelor's degree required.

***CERTIFICATION/LICENSE:***

- ITIL certification or experience preferred.

***WORK EXPERIENCE:***

- 10 years in IT, including at least 5 years directly responsible for various components of enterprise IT.

**KNOWLEDGE, SKILLS & ABILITIES**

- Strong Project Management & Leadership skills.
- Self-starter with strong work ethic and ability to provide strategic direction to a team.
- Excellent customer service skills.
- Ability to break down complex issues into simplified solutions.



- Strong process re-engineering skills and focus.
- Knowledge of emerging technologies.
- Ability to relate effectively to a wide range of personality types and working styles.
- Excellent verbal and written communication skills.
- Ability to effectively coordinate tasks and priorities.
- Strong initiative, high energy level, demonstrated ability to motivate people, and creativity.
- Ability to multi-task and juggle multiple items/activities at one time.
- Requires the ability to communicate effectively at all levels, both within IT and within the organization as a whole.
- Ability to perform general management and supervisory duties; demonstrate high leadership capabilities.

### **ESSENTIAL DUTIES**

- Serves as the technical owner of the enterprise IT Service Delivery organization.
- Determines business requirements, provides guidance and advises staff.
- Directs IT customer relationship management through a team of IT Integrators & Specialists.
- Assesses organizational needs, evaluate alternatives, develops and implement processes, and make recommendations.
- In addition to providing the required enterprise services, the Director is responsible for the execution of the Service Delivery strategy, organizational structure, resources and budget.
- Develops measurements with/for the CIO and Executive Director, managing to those measurements and delivering the required services, and providing progress reports to executive management to ensure success.
- Manages and directs the Level 1 IT support through the Client Support group.
- Identifies and enforces key metrics to improve overall customer service.
- Manages and directs the Level 2 IT support through the Field Support group.
- Identifies and enforces key metrics to improve overall customer service.
- Ensures and enforces Project Management standards and IT Governance processes throughout the IT Service Delivery organization and for all projects.
- Creates, executes, and monitors the strategic plan to support the IT Service Delivery organization.
- Determines appropriate components of IT support and customer relationship management, methods of implementation, requirements, and the level of support required.
- Supervises staff by determining priorities and workloads, determining schedules, monitors and evaluates staff and makes hiring and termination recommendations.
- Is capable of filling in for the Executive Director in his/her absence.
- Performs ongoing performance management as required.
- Delivers services in his/her area of responsibility as called upon by IT Senior management, in support of the mission and goals of APS.
- Required to have prompt, regular attendance in-person and be available to work on-site, in-person during regular business hours and as needed.
- Performs other duties as assigned by an appropriate administrator or their representative.

### **PHYSICAL ABILITIES AND WORKING CONDITIONS**

The physical abilities, working conditions and other conditions of employment listed in this document are representative of, but are not intended to provide an exhaustive list of the requirements for positions in this classification. In the event of an emergency or situation requiring guidance from Federal, State, or local or school district authorities, the requirements of this position may change temporarily or for the school year to best serve the needs of our students.



**Vision:** Ability to read small print and view a computer screen for prolonged periods.

**Hearing:** Ability to tolerate exposure to noisy conditions.

**Speech:** Ability to be understood in face-to-face communications, to speak with a level of proficiency and volume to be understood over a telephone or computer.

**Upper Body Mobility:** Ability to use hands to grasp, and manipulate small objects; manipulate fingers, twist and bend at wrist and elbow; extend arms to reach outward and upward; use hands and arms to lift objects; turn, raise, and lower head.

**Strength:** Ability to lift, push, pull and/or carry objects which weigh as much as 5 or more pounds on a frequent basis. Incumbent may be required to physically restrain parties involved in a conflict.

**Environmental Requirements:** Ability to encounter constant work interruptions; work cooperatively with others; work independently; work indoors.

**Mental Requirements:** Ability to read, write, understand, interpret and apply information at a moderately complex level essential for successful job performance; math skills at a high school proficiency level; judgement and the ability to process information quickly; learn quickly and follow verbal procedures and standards; give verbal instruction; rank tasks in order of importance; copy, compare, compile and coordinate information and records. Understand how to manage stress.

**Remote Work Requirements:**

**Additional Work Conditions & Physical Abilities:** Ability to be flexible and adapt as needed between various in-person working environments.

***The Atlanta Public School System does not discriminate on the basis of race, color, religion, sex, citizenship, ethnic or national origin, age, disability, medical status, military status, veteran status, marital status, sexual orientation, gender identity or expression, genetic information, ancestry, or any legally protected status in any of its employment practices, educational programs, services or activities. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.***

***This job description is intended to accurately reflect the duties, responsibilities and requirements of the position. It is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills, or working conditions associated with the position. Management and administration reserves the right to modify, add, or remove duties and assign other duties as necessary.***