



EMPLOYEE NAME: _____

Revised: 02/07; 11/10; 10/11; 10/12; 6/18;11/20

JOB DESCRIPTION

POSITION TITLE: Director, Field Services	JOB CODE: 643
DIVISION: Technology Services	SALARY SCHEDULE: Technology Services
DEPARTMENT: Field Services	WORKDAYS: 238
REPORTS TO: Chief Technology Officer	PAY GRADE: Rank A (NT01)
FLSA: Exempt	PAY FREQUENCY: Monthly
PRIMARY FUNCTION: Directs all activities of an assigned IT functional group; directs tactical and operational IT provisioning infrastructure to support the enterprise's business goals; aligns and calibrates the organization's technology deployment strategy with its business strategy; oversees technology purchases and services provided to multiple internal customers; directs the development and implementation of technologies to support business objectives.	

REQUIREMENTS:

1.	Educational Level: Bachelor degree in computer science, information systems, business administration, or other related field; master's degree preferred
2.	Certification/License Required: None
3.	Experience: 5 years of IT and business/industry work experience, with at least 2 years of leadership experience in managing multiple, medium to large cross-functional teams or projects
4.	Physical Activities: Routine physical activities that are required to fulfill job responsibilities
5.	Knowledge, Skills, & Abilities: Written and oral communication; technical knowledge in network and/or IT customer service as well as broad knowledge in other disciplines/technologies/processes that interact with the assigned function

The Board of Education and the Superintendent may accept alternatives to some of the above requirements.

ESSENTIAL DUTIES:

1.	Demonstrates prompt and regular attendance.
2.	Interviews, hires and evaluates performance of field services team members.
3.	Provides leadership and direction for building level IT support.
4.	Responsible for insuring field services team usage of change control, project management, and configuration management guidelines/practices.
5.	Provides comprehensive and timely customer support/service for all field related service requests.
6.	Insures proper escalation of all service requests both internally and to other departments.
7.	Produces performance reports for upper management and schools as needed.
8.	Evaluates new products and services for school usage as needed.
9.	Forecasts and prepares budgets for departmental expenditures.
10.	Communicates and cooperates with other directors and CCSD staff.
11.	Performs other duties as assigned by appropriate administrator.

Signature of Employee _____ Date _____

Signature of Supervisor _____ Date _____