
Job Description: Executive Director of Technology Services

About Guilford County Schools (GCS)

Guilford County Schools (GCS) is the third-largest district in North Carolina, serving nearly 72,000 students across 126 schools in urban, suburban and rural areas. Superintendent Sharon L. Contreras, Ph.D., is leading the district through a pivotal phase in its development, focused on graduating students who are ready to be successful citizens and leaders of the world. GCS's leadership team will play a critical role in helping the district reach its top priorities which focus on student achievement, equity and excellence, talent development, school choice, and organizational effectiveness.

About the Executive Director of Technology Services

Reporting directly to the Chief Operating Officer, the Executive Director of Technology Services is a critical leadership role that directly affects the acceleration of improved student outcomes for GCS students. The Executive Director of Technology Services sets the vision and strategy for all aspects of the technology program, ensures that the technology needs of the schools and district are met, and drives the growth and sustainability of technology. The leader in this position directs, monitors and supports the many enterprise based business applications, cloud based systems, communications, network and technical support, cyber and network security. A successful Executive Director will lead the team in providing excellent customer service to schools, effectively driving strategy and managing projects, and providing transparent and clear communication internally and externally.

Specific Duties and Responsibilities

Strategy and Vision for Technology

- Establish a clear and compelling strategic vision for and oversee the long-term implementation and maintenance of the district's portfolio of technology hardware, network and voice infrastructure, IT and instructional software, and network security.
- Cultivate a commitment among all district staff to implement and utilize safe and secure technology practices throughout the organization.
- Direct the establishment of, adherence to, and evolution of the district's policies and procedures regarding technology in the organization.
- Track industry best practices and innovative solutions from other districts or organizations that may be used now or in the future to further grow and evolve technological policies and practices in Guilford County Schools.
- Assess the distribution of technology supports ensuring allocation is equitable and provides the best resources to meet the needs of all GCS students, families, and schools efficiently and effectively.
- Establish a Project Management Office to enable strategic and forward thinking, align projects with the overall organizational strategy, and meet the expectations of departments and schools.

Team Management and Organizational Leadership

- Oversee and manage the cyber security, enterprise operations, IT support systems, and educational technology teams.
- Ensure that the technology team is successful in meeting the day-to-day and long term needs of the organization, including the support needs for staff, students, and families.
- Supervise and guide external consultants or vendors as they execute technical projects or troubleshoot technology systems.
- Identify opportunities and lead the change management process to establish the technology team as collaborative and school-centric, supporting partnerships across the organization.
- Direct, support, and/or enable technology project teams to complete projects and initiatives by communicating clearly, overcoming obstacles, and driving work forward to ensure milestones are met.

Systems, Support and Continuous Improvement

- Assess the effectiveness of the department and current data systems; prioritize, plan, and implement improvements as needed.

- Oversee the full scope of the district's technology asset management, ensuring that all technology purchases for goods and services are consistent with the needs, policies and practices. Ensure that all assets are properly received, inventoried or surplus consistent with regulations.
- Establish project management systems and processes for quality controls, operational efficiency, and accuracy in departmental work.
- Collaborate, communicate, and coordinate with district staff and schools to integrate technology initiatives and evaluate the effectiveness of the technology.
- Monitor and assess the services provided such as network support, help desk call center, and maintenance and reporting of computer equipment and ensure continuous improvement and customer satisfaction.
- Lead the development of robust project plans for substantial technology projects and initiatives (including timeline, scope, budget), with the aim of building out scalable technological solutions that meet identified user needs in a cost-effective manner; communicate these plans to appropriate stakeholders or other team leaders.
- Ensure that the district technology program meets the state and federal requirements of the Uniform Education Reporting System (UERS).

Key Competencies

The ideal candidate will demonstrate the following:

Knowledge and Expertise in Information Technology and Administration

- Possess a track record of developing, installing, and maintaining information systems.
- Understand the role of technology in the K-12 sector particularly with personalized learning platforms and instructional classroom technology to enhance student learning.

Communication, Influence and Relationship Building

- Create clear compelling vision; demonstrate leadership and confidence in order to mobilize others to fulfill the vision.
- Convey complex technical concepts and solutions to broad audiences. Seek and integrate feedback from others to achieve better results.
- Commit to transparency in communication with stakeholders at every level and invite, include and engage others in order to empower and create buy-in.
- Navigate skillfully the political structures, relationships and dynamics to challenge ideas and enable better decisions and outcomes for students.
- Maintain visibility and work collaboratively with diverse stakeholders at all levels.

Strategic Planning and Effective Execution

- Maintain a relentless focus on goals and results; establish clear metrics for success with respect to the district's priorities and technology plan.
- Demonstrate critical thinking skills and the ability to analyze data, identify trends, and diagnose root causes.
- Prioritize and align people's time and resources to support critical projects and meet established deadlines.

Extraordinary Team Leadership and Development

- Build, inspire, manage and coach an effective team to achieve ambitious goals aligned to the district's priorities and technology plan.
- Hold self and others accountable for high standards of performance, communication, collaboration, and transparency.
- Assess and monitor performance of the team and individual skills; provide feedback and support to improve practice and achievement of goals.
- Support the professional development of the team members and maximize opportunities for each team member to increase their capacity, technical knowledge and soft skills.
- Lead teams to collaborate with other departments, teams, and stakeholders.

Minimum Training & Experience

- Bachelor's degree in computer science, information management, or related field. Master's degree preferred.
- Eight years of experience in information technology and management, including at least five years of supervisory/administrative/management experience, preferably in a large urban school district.
- A clear track record of implementing and maintaining 1 to 1 technology programs for students.
- Knowledge of best practices, and current national technology trends and research that ensure equity and access in diverse communities.
- Eligible for valid NC driver's license at time of hire.

Application Process

Qualified candidates must submit a completed [online application](#) and a resume that clearly demonstrate the aforementioned minimum qualifications.

Compensation

Salary for this position is competitive commensurate with prior experience. In addition, a comprehensive benefits package is included.

The Guilford County Board of Education believes in the dignity of all individuals and in the worth of their labors. To this end, the Board will ensure that all applicants for employment and all employees are employed, assigned, supervised, promoted, compensated, and terminated in full compliance with state and federal equal opportunity statutes. No applicant for employment or current employee will experience discrimination based on race, creed, color, religion, national origin, sex, age, marital status, physical handicap, sexual orientation or disability.