POSITION NAME: DEPUTY CHIEF TECHNOLOGY OFFICER

JOB CODE: 1300.DEPUTY CHIEF.TECHNOLOGY.ADMN

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REPORTS TO:

Chief Technology Officer (CTO)

SUMMARY:

The Deputy Chief Technology Officer (DCTO) serves as the second-in-command and chief operating officer of the enterprise IT organization, responsible for the design, development, release and maintenance of enterprise technology systems and services in support of major educational and business functions of a large, urban K-12 institution.

This technical, operations-centered senior IT executive role is seen as a trusted partner of the CTO in positioning IT to lead digital innovation efforts for the District. With the DCTO role focusing on the running IT operations, the CTO can focus on the strategies and execution to grow and transform IT by working with customers, building strong relationships with executives and key stakeholders, developing talent, driving innovation strategy, and improving the educational value of IT.

MAJOR RESPONSIBILITIES:

1. Partners with the CTO in providing technology leadership and direction for the enterprise
2. Provides leadership in IT service delivery
3. Oversees resilient and efficient technical operations and production support, including data center operations, systems and database administration, network operations, application development, business systems, data warehousing and analytics, integration, and cloud services
4. Oversees the development and sustainment of enterprise technology standards, governance processes and performance management to ensure quality IT service delivery
5. Works with the CTO and instructional leadership teams, providing in-depth technical expertise in support of enterprise wide initiatives
6. Drives planning, implementation and support of the technology architecture
7. Designs and implements IT continuous-improvement programs
8. Identifies and implements best practices for optimizing infrastructure and operations costs, improving system performance, and ensuring service-level requirements are met
9. Keeps current with developments in new technologies and platforms
10. Plans, implements, directs and monitors the integration of new technologies
11. Manages IT resources to ensure an appropriate balance between tactical and strategic demands

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive description of all work requirements and responsibilities, and management reserves the right to revise the job description or require that other responsibilities be performed when the job changes. Additionally, the minimum level of education notated as a requirement could be supplemented by commensurate experience and/or certification(s) or license(s) as determined by the HCM Director.

Revised: February 8, 2021

February 4, 2021
12. Directs teams of technical, professional and management staff in the successful fulfillment of IT service delivery commitments
13. Facilitates communications between IT teams, customers and stakeholder communities
14. Develops and manages strategic vendor and partnership relationships
15. Formulates IT policies, procedures, and performance management processes and measures
16. Regularly reviews IT operational costs and cost structures for IT services and products. Ensures that financial implications of IT projects and activities are communicated to the proper IT and business executives
17. Leads high-impact, enterprise wide, strategic technology programs or initiatives
18. Leads IT workforce development, including sourcing, training and development of staff
19. May assume CTO responsibilities during the CTO’s absence
20. Performs other duties as directed

SUPERVISORY RESPONSIBILITIES:

Exercises supervision over IT Directors, Managers, Project Managers, Systems Administrators, Network Engineers, Developers, Analysts, and other technical and administrative staff.

QUALIFICATION REQUIREMENTS:

1. Bachelor's or master's degree in computer science, information systems, business administration or related field
2. Fifteen or more years of IT experience
3. Five or more years in a public-sector or educational environment preferred
4. Five or more years of leadership responsibilities
5. Five or more years managing multiple large, cross-functional teams and influencing senior-level management and key stakeholders
6. Extensive experience in managing IT infrastructure and operations
7. Strong leadership capability, with demonstrated success in large-scale IT operations
8. Extensive knowledge of infrastructure planning and operations, design, and deployment, as well as systems development lifecycle (SDLC)
9. Expertise in ITIL service management framework
10. Expertise in budget planning, financial management and resource management
11. Broad knowledge of current and emerging technologies and strategic application to education
12. Strong business acumen and business planning skills
13. Strong project management skills, including the ability to effectively deploy resources and manage multiple projects of diverse scopes in a cross-functional environment
14. Ability to improve operational efficiency, service delivery and information management across all lines of business and technology platforms
15. Excellent oral and written communication skills, including the ability to explain technology solutions in business terms, establish rapport and persuade others

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PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to maintain emotional control under stress. Frequent standing, walking, pushing, and pulling; moderate lifting and carrying; some stooping, bending, and kneeling; limited exposure to extreme hot and cold temperatures.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate. Travel throughout the district is integral to this job.

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