
Job Title: Chief Technology Officer
Reports to: Deputy Superintendent of Operations
FLSA Status: Exempt **Pay Grade:** 103

Position Purpose

The Chief Technology Officer, under the supervision of the Deputy Superintendent of Operations, will align Fort Worth ISD technology vision with district strategy by integrating processes with the appropriate technologies. The Chief Technology Officer is responsible for all aspects of developing and implementing technology initiatives within the organization. This individual maintains existing enterprise systems, while providing direction in all technology-related issues in support of information operations and core district values. The CTO will deliver solutions that build on our commitment to student and faculty success through the use of a variety of technologies that serve as catalysts that enhance access and improve learning experiences and outcomes.

ESSENTIAL JOB FUNCTIONS

Team Leadership

- Oversees technology team in the areas of Network Infrastructure, Information Resources, Application Development and Deployment, Customer Service.
- Advises District leadership regarding use of resources, priorities, program opportunities, and methods to enhance the delivery of programs.
- Facilitates communication across the District and the technology office by leading all-hands and department leadership meetings.
- Oversees Technology Budgets and Project timelines across technology departments.
- Serves as coach and mentor to direct reports on a Service Leadership mindset and culture.
- Leads technology resource planning, procurement, vendor management and capacity planning.
- Manages, directs, and assigns priorities and personnel to major projects to ensure attainment of district and department goals and objectives.
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Process & Methodology

- Reviews and optimizes instructional and operational technology processes to improve outcomes for the District.
- Provides vision and methodologies to assess areas of opportunity in which technology can facilitate delivery of District services and programs, and enhance operational effectiveness to accelerate student achievement.
- Leverages ITIL, NIST, Agile, SCRUM, and other Process Frameworks and Methodologies to advance the District's functions.
- Tracks and reports on process-related improvements across departments with metrics and key performance indicators.
- Remains knowledgeable of industry best practices and advocates implementation at FWISD.

Technology Strategy

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- Coordinates development, refinement, and execution of the District Strategic Technology Plan, involving all stakeholders, setting timelines for evaluation, application development, and deployment of all districtwide technologies.
 - Reduces the risk of technological breaches and protect(s) sensitive digital information; ensures that backup/recovery plans and security standards exist and are followed for all systems; ensures proper performance, security, and monitoring of all technologies and platforms.
 - Oversees network and server infrastructure services improvement plans for resiliency, scalability, security, and performance.
 - Develops customer service improvement plans for districtwide self-service of repetitive requests and improvement of “start of school” processes.
 - Implement the policies established by federal and state law, State Board of Education rule, and local board policy in the area of information management and technology.

Cross-Functional Collaboration

- Leads District initiatives, collaborating across departments and functional areas that support adoption and implementation of technology in all school business and operations areas, including those that improve teaching and learning, and promote 21st century skills.
- Works closely with all District leaders across functions to identify and prioritize the District’s goals, and partner with leaders regarding software and systems appropriate to their individual operating needs, including workflow processes, reporting, and compliance.
- Works with technology teams to create an inclusive, collaborative-knowledge sharing culture.
- Provides guidance and management of technology shared with other agencies including data exchanged and specific reporting requirements, such as with the District E-Rate program, and District State reporting of Public Education Information Management System (PEIMS).
- Maintains a database of software/applications for district staff to query capabilities/specifications already in the district before purchasing new items that duplicate current programs.

Technology & Information Management

- Responsible for hardware/software, application architecture, systems analysis/design, applications programming, systems security, internet/intranet development, system documentation, user support, project management, technical standards, methods and schedules, budget controls, computer operations, telecommunications, and planning and integration of emerging technologies.
- Analyzes complex business needs presented by schools and administrative departments, and proactively develops and implements technical solutions.
- Explains complex technology issues and solutions to senior management through presentation and advocacy.
- Manages, directs, and assigns priorities and personnel to major projects to ensure attainment of District and department goals and objectives.
- Develops and implements District standards and specifications for hardware and software use, and computer networking.
- Devises, develops, implements, and maintains systems of internal controls, emergency and backup procedures, proper licensing, system upgrades, and disaster recovery plans to ensure integrity of information, security of databases, and internal network access control.

Budget & Inventory

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- Develops and administers the information technology budget based on documented needs; ensures that operations are cost-effective and tax-payer funds are managed wisely.
 - Oversees coordination of the purchase for all computer hardware, software, and supplies with purchase orders and bids in accordance with budgetary limitations and District policies.

Safety

- Ensures staff performs preventive maintenance on tools and equipment and ensures equipment is in safe operating condition.
- Ensures staff follows established safety procedures and techniques to perform job duties including lifting and climbing; operates tools and equipment according to established safety procedures.
- Corrects unsafe conditions in work area and promptly reports any conditions that are not immediately correctable.

Supervisory Responsibilities

- Selects, supervises, evaluates, and ensures training opportunities for staff, and makes recommendations relative to assignment, retention, discipline, and dismissal.
- Prepares, reviews, and revises technology department job descriptions.

Personal Work Relationships

- All Fort Worth ISD employees must maintain a commitment to the District's mission, vision, and strategic goals.
- Exhibits high professionalism, standards of conduct and work ethic.
- Demonstrates high quality customer service; builds rapport/relationship with the consumer.
- Demonstrates cultural competence in interactions with others; is respectful of co-workers; communicates and acts as a team player; promotes teamwork; responds and acts appropriately in confrontational situations.

Other Duties as Assigned

- Performs all job-related duties as assigned and in accordance to the Board rules, policies and regulations. All employees are expected to comply with lawful directives in rare situations driven by need where a team effort is required.

Knowledge, Skills & Abilities

- Knowledge of computer network, hardware, and software applications.
- Knowledge of computer applications development and implementation.
- Knowledge of applicable federal and state laws regarding education and students.
- Skill in program design, implementation, and management.
- Skill in collecting and analyzing complex data.
- Skill in complex problem solving; identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

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- Skill in monitoring/assessing the performance of self, other individuals, or organizations to make improvements or take corrective action.
 - Skill in public relations, organizational development, communications, and interpersonal relations.
 - Skill in written and oral communication skills including ability to interact with and influence all levels of central office and campus staff as well as parents.
 - Skill in applying leadership skills and managing a large staff and budget.
 - Skill in building highly functional leadership teams, and implementing technology programs.
 - Skill in coordinating, planning, organizing, and facilitating staff development.
 - Skill in motivating and managing staff in an Information & Technology Services environment.
 - Ability to provide strategic leadership, engage in creative problem solving, and contribute to effective team building.
 - Ability to implement policies and procedures.
 - Ability to contribute to and drive technology strategy in light of changing technologies.
 - Ability to evaluate, facilitate, and implement long-range strategic plans.
 - Ability to advocate use of technology in an administrative and educational setting.
 - Ability to merge divergent views and expectations into a long-range vision for students, District staff, and the community.
 - Ability to speak effectively before groups of employees, the school board, or other organizations.
 - Ability to work collaboratively with District staff, Leadership, and members of the community.
 - Ability to use software to access databases, email, create spreadsheets, and do word processing.
 - Ability to establish and maintain cooperative working relationships with others contacted in the course of work.

Travel Requirements

- Travels to school district buildings and professional meetings as required.

Physical & Mental Demands, Work Hazards

- **Tools/Equipment Used:** Standard office equipment, including computer and peripherals.
- **Posture:** Prolonged sitting and standing; occasional stooping, squatting, kneeling, bending, pushing/pulling, and twisting.
- **Motion:** Frequent repetitive hand motions, including keyboarding and use of mouse; occasional reaching.
- **Lifting:** Occasional light lifting and carrying (less than 25 pounds).
- **Environment:** Works in an office setting; occasionally requires irregular and/or prolonged hours.
- **Attendance:** Regular and punctual attendance at the worksite is required for this position.
- **Mental Demands:** Maintains emotional control under stress; works with frequent interruptions.

Minimum Required Qualifications

- **Education:**
 - Bachelor's degree from accredited college or university required;
 - Master's degree from accredited college or university in Computer Science, Business Systems Analysis, Instructional Technology, or a relevant field preferred.
- **Certification/License:** Professional certification in technology preferred.

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- **Experience:** 12 years of progressively responsible experience in technology leadership and/or administration; 8 years supervisory experience preferred

This document is intended to describe the general nature and level of work being performed by people assigned to this job and is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

_____ Employee Signature	_____ Date	_____ Employee ID
		or
_____ Employee Printed Name		_____ Last 4 #s of Social Security
_____ Supervisor Signature	_____ Date	_____ Employee ID
		or
_____ Supervisor Printed Name		_____ Last 4 #s of Social Security