SUMMARY
Under limited supervision, directs the MPS Information Technology (IT) Services Department; manages Department technical staff and IT operations to provide stable, secure and reliable systems, training and technical support services to meet the business and instructional technology needs of all MPS staff and students at all District sites.

ESSENTIAL FUNCTIONS — Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions, but are an essential function. Essential duties and responsibilities may include, but are not limited to, the following:

• Directs the activities of assigned staff; coordinates, prioritizes and assigns tasks and projects; tracks and reviews work progress and activities; directs the recruitment and selection of staff; undertakes disciplinary action as required; conducts performance evaluations; ensures appropriate scheduling of staff to ensure proper operational coverage.
• Oversees and directs technology disaster recovery and data protection strategy and operations to promote district business continuity.
• Oversees and directs information security efforts including technical and administrative controls.
• Directs, coordinates, and plans IT services, investments, and operations towards a balanced triangle of run-the-service, grow-the-service, and transform-the-service portfolios to maximize value.
• Provides complex analysis of current technology business value and develops technology road maps for district leaders.
• Directs department service strategy including service design, service transition, service operations, and continual service improvement cycle aligned with ITIL/ITSM best practices.
• Plans and directs the implementation of technology tools focused on staff, student, and family access to district data resources.
• Maintains and develops staff training plans, builds team environments to maintain morale and organization cohesiveness.
• Manages and supports project lifecycles; recruits internal/external stakeholders, gathers requirements, and defines scope and budget; ensures policy and procedures are followed, and acquired products and service agreements are in the District’s best interests.
• Provides leadership, direction and guidance in strategies, policy development, and continual improvement of process and metrics; provides business analysis and counsel to departments regarding technology needs, process improvements, and process efficiencies.
• Provides support and assistance to Senior Information Officer in the strategic management and decision making process related to the department’s process and systems improvement.
• Ensures the Information Technology Department procedures are in compliance with state and Federal rules and regulations, and MPS policies and procedures.
• Contributes to the overall quality of the department’s service provisions by developing and coordinating work teams and by reviewing, recommending, and implementing improved policies and procedures.
• Develops and manages vendor relations, reviews IT related contracts and participates in the selection and negotiation of vendors.
• Directs, leads, and enables value-based conversations with the business partners and vendors to make collaborative decisions about technology planning and future requirements, as well as the service cost, quality, tradeoffs, and supply and demand.
• Manages budget of department and delivers annual budget operating projections; oversees and conducts research and cost to value analysis on capital technology purchases to support district technology and functional business needs.
ESSENTIAL FUNCTIONS (continued):

- Demonstrates courteous and cooperative behavior when interacting with students, clients, visitors, and MPS staff; acts in a manner that promotes a harmonious and effective workplace environment.
- Enthusiastically promotes the Superintendent’s goals and priorities in compliance with all policies and procedures.
- Maintains absolute confidentiality of work-related issues, records and MPS information.

MINIMUM QUALIFICATIONS

Education, Training and Experience Guidelines

Master’s Degree in Information Technology, Business, or related field; AND six (6) years of experience managing information services operations; OR an equivalent combination of education, training and experience as determined by Human Resources.

Knowledge of:

- Principles and practices of IT service management, infrastructure systems development, and systems integration.
- Techniques and practices for efficient and cost effective management of resources.
- Network topologies and protocols, and enterprise IT applications.
- Administration of multiple network operation domains.
- Principles and practices of staff management, task delegation and authority, and performance improvement through coaching.
- Operational characteristics, capabilities and limitations of various hardware, software and network equipment and systems; voice/data network and transmission technology; Enterprise software applications and operating systems including ERP, Student Information, and security systems.
- Budget administration within established parameters.
- Development and administration of policies and procedures.
- Principles and practices of organizational change and IT service optimization.

Skill in:

- Directing and coordination IT operations.
- Analyzing IT issues, evaluating alternatives, and making recommendations based on findings.
- Establishing and maintaining effective working relationships with co-workers and vendors fostering a cooperative work environment.
- Creating workflow, disciplines, processes, and procedures.
- Assessing, identifying and quantifying business demands and value of service.
- Effectively manage, train and mentor staff.
- Communicating effectively in verbal and written forms.

LICENSE AND CERTIFICATION REQUIREMENTS

A valid Minnesota State Driver’s License may be required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in a standard office environment which requires occasionally lifting such articles as file boxes or heavier materials with help from others and/or lifting and carrying light objects frequently. A job in this category may require walking or standing to a significant degree or may involve sitting most of the time with long periods of computer work and heavy phone usage.

ORGANIZATIONAL INFORMATION

- Bargaining Unit: Non-Represented
- Grade: E19
- FLSA Status: Exempt
- Job Group: Information Technology
- Revised: December 10, 2021