Director III, User Support Services (USS)

Position Details

Job Code: U7102
Reference Code: A364
Division/Unit: Technology and Information Systems Services
Classification: Professional-Technical
Terms of Employment: [Step 44 of the Unified Administrative Salary Schedule, 12 Months](#)
FLSA STATUS: EXEMPT

Position Summary

This position functions as the responsible administrator and business process expert overseeing and supervising all aspects of deployment and support activities for end-user computing, mobile device management, operating systems (OS) and applications, peripheral support and maintenance. This position will lead the development and districtwide implementation of technology support standards, procedures, requirements, and specifications to support Clark County School District strategic goals. This position will oversee the development and coordination of technology training for all schools and departments. The position will continually ensure compliance with state and federal laws through strong leadership, interpersonal skills, and knowledge of common systems analysis techniques including working directly with instructional leaders, business of education leaders, and the community. This position is directly responsible to Chief Information Officer, Technology and Information Systems Services (TISS) Division, Operational Services Unit (OSU).

Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Develops, implements, maintains, and coordinates a comprehensive, efficient, and modern technical support program for end-user computing, mobile device management, OS and applications, and peripheral support and maintenance for District schools and offices.
2. Oversees ongoing technology-related systems and programs including, but not limited to, the site-based school technology support model and technology support for high-stakes online testing.
3. Oversees device replacement cycle program to ensure access and equity to technology for meaningful learning experiences.
4. Develops and maintains a consolidated HelpDesk and District technology issue tracking system to provide District users with a single point of contact for enterprise applications (i.e. Human Capital Management (HCM), Infinite Campus, Canvas, Enterprise Learning Management System [ELMS]), device support and service, and student and parent/guardian Helpdesk (i.e. Parent/Guardian Portal, Family Support Center).
5. Oversees and maintains the self-help ticketing system interface, Quick-IT.
6. Oversees and maintains CCSD technology support websites and communication systems, including but not limited to support.ccsd.net, training.ccsd.net, stutech.ccsd.net, uss.ccsd.net, quickit.ccsd.net, and the Parentlink communication system.
7. Oversees end-user device OS image creation, security settings, patching, antivirus, and endpoint protection to ensure infrastructure compatibility and a safe learning and work environment.
8. Administers and maintains mobile device management, security, filtering, and monitoring systems for District supported mobile devices.
9. Oversees school application technology rostering and support to ensure instructional applications are rostered and supported while all laws and policies are followed to protect student data.
10. Oversees Employee Business Training in all areas including budget and administration of the District's professional learning registration, calendaring, and tracking system.
11. Oversees creation of, and reporting on, annual compliance training.
12. Oversees development of 21st century strategies and instruments for delivery of training on enterprise productivity applications and technology systems to ensure technology and applications are effectively utilized.
13. Compiles, analyzes, and interprets data necessary to prepare reports.
14. Oversees technology-related support activities provided for other departments, including, but not limited to, those of the OSU, Human Resources Division

(HRD), Business and Finance Unit, and the Clark County School District Board of Trustees.

15. Provides leadership and oversees the User Support Services Department projects ensuring all necessary facilities, supplies, and resources are available.
16. Ensures the department maintains capability to provide in and out of warranty support by working with vendors and making training available for department personnel to ensure timely repair and access to technology for instruction.
17. Plans, develops, and monitors budgets for personnel requirements, new hardware/software upgrades and acquisitions, and external consultants.
18. Leads the development, review, revision, and districtwide implementation of technology support standards, procedures, requirements, and hardware and software platform specifications that align with District programs and services.
19. Participates with staff from the District's Purchasing, Warehousing, Mail Service, and Graphics Arts (PWMG) Department in negotiating districtwide contracts.
20. Manages vendor agreements and communications.
21. Oversees the data collection systems and facilitate the asset management and inventory process for technology devices and peripherals; and provide training for school technology personnel on inventory data collection and reporting.
22. Develops department policies and procedures and supervise technical support, clerical, and contracted staff.
23. Performs other duties related to the position, as assigned.

Position Expectations

1. Must demonstrate excellent customer service and professional skills and business acumen.
2. Knowledge of and ability to provide services to all platforms dominant in the desktop and server market as well as a variety of peripherals.
3. Knowledge of and ability to establish working user groups that provide requirements, help in justifying resources, and help in establishing standards; demonstrated success in evaluating the effectiveness of technology solutions with effective communication skills to translate highly technical terms and solutions into an understandable dialogue.
4. Knowledge of and ability to run multi-tiered problem response units, including the staffing of the HelpDesk or problem response lines, service measurements, customer satisfaction measurements, and vendor interfacing.
5. Demonstrated ability to handle multiple major projects and tasks.

6. Knowledge of and ability to implement a comprehensive technology support operation that provides standards, support, and problem response while maintaining current capabilities.
7. Knowledge of and ability to integrate District resources with the resources of vendors, integrators, and contractors to provide technology solutions; in the completion of tasks and projects that lead to customer satisfaction; in the ability to create Requests for Proposals (RFP) and Requests for Information (RFI); and in the ability to work with procurement and contract management.
8. Understanding of state and federal law as it applies to technology, data privacy, government procurement laws, and labor laws. Understanding of federal grant requirements, documentation, and use of grant funded equipment.
9. Understanding of CCSD policy regarding specific areas of technology support, knowledge of CCSD policies regarding technology procurement and use. Knowledge of data privacy laws, Family Educational Rights and Privacy Act (FERPA), Children's Online Privacy Protection Rule Act (COPPA), Children's Internet Protection Act (CIPA), Individuals with Disabilities Education Act (IDEA), Health Insurance Portability and Accountability Act (HIPAA), and Protection of Pupil Rights Amendment (PPRA) to evaluate and oversee rostering of applications.
10. Knowledge of classroom use of technology and the ability to engage with instructional stakeholders to determine technology requirements to meet CCSD's instructional technology needs.
11. Advanced knowledge of various information technologies such as computers, routers, servers, and software in a K–12 educational environment.
12. High-level understanding of how enterprise-level systems and desktop computing technologies interrelate with one another.
13. High-level understanding of local area networks (LANs), wide area networks (WANs), and hardware used to implement such networks (i.e., switches, routers, cabling specifications, etc.).
14. Skillful with common information technology (IT) operating systems (i.e., Windows, OS X, iOS [mobile operating system]).
15. Knowledge of generally accepted technology project planning processes.
16. Proficient in the use of productivity applications such as relational database design and management, spreadsheet design, publishing, project management, scheduling, and multimedia.

Position Requirements

Education and Training

An earned master's degree from an accredited college or university; or,

A Bachelor's degree from an accredited college or university plus three (3) years' of additional experience beyond the minimum requirement below can be substituted for the Masters' degree requirement; or,

Currently serving as a professional-technical employee with the Clark County School District.

Licenses and Certifications

A valid driver's license or state-issued identification card.

Experience

1. Satisfactory service in corresponding or related positions or have previously demonstrated at least five (5) years of successful supervisory experience related to the administrative position.
2. Knowledge of and experience with K–12 computing technology and application support.
3. Knowledge of and experience with technology training and distance education technologies.
4. Knowledge of and experience with operating systems, enterprise applications, network infrastructure, and standards and policies for supporting technology in a large enterprise environment.
5. Knowledge of and experience with call center operations.
6. Knowledge of and experience with large educational systems/entities.

Preferred Qualifications

1. Knowledge of generally accepted technology planning processes for use in a K–12 educational environment.
2. Experience managing enterprise-level (500 users or more) technology systems.

When applying for an administrative position, candidates must meet the minimum qualifications as listed on the appropriate position vacancy announcement.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender

identity or expression, sexual orientation, national origin, genetics, disability, age, or military status or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Revised: 07/28/23
- Created: 09/22/08