

# Director I, User Support Services

## Position Details

Job Code: U7100

Reference Code: A590

Division/Unit: Technology and Information Systems Services

Classification: Professional-Technical

Terms of Employment: [Step 42 of the Unified Administrative Salary Schedule, 12 Months](#)

FLSA STATUS: EXEMPT

---

## Position Summary

This position serves as the responsible administrator for the management, coordination, and support of technology systems and projects within User Support Services (USS); oversight of districtwide online testing programs, and supports school technology activities including integrating rapidly changing technologies without sacrificing existing technology investments in the Clark County School District. This position is responsible for developing and implementing project plans, systems, hardware, and software in support of technology initiatives, programs, and applications. Through management and supervision of assigned staff, this position ensures compliance with budgets, schedules, specifications, regulations, and statutes. This position is directly responsible to the Director II, USS, Technology and Information Systems Services (TISS), Operational Services Unit (OSU).

---

## Essential Duties and Responsibilities

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

1. Supervise, coordinate, and evaluate, assigned staff and activities of the systems, databases, and operations support units of USS.
2. Coordinate and manage ongoing technology-related systems and projects including, but not limited to, school technology support, districtwide online testing

- programs, CCSD supported applications, and professional learning registration, calendaring, and tracking systems. Continually ensure that technology utilized by the USS remains current and appropriate to meet the District's needs.
3. Coordinate with appropriate school administration, staff, and business owners in identifying, evaluating, and selecting technology staff as well as specific hardware and software platforms that support the District's school technology environment.
  4. Coordinate and manage the development, programming, and implementation of projects that interact between the District and outside entities such as the Nevada Department of Education (NDE), other school districts, and outside vendors.
  5. Develop plans and training activities for District staff to ensure emerging technology can be integrated into all aspects of curriculum, instruction, and school management.
  6. Develop school technology and support standards, standard operating procedures, and best practice recommendations.
  7. Provide tier III technical support to employees and administrative users of assigned systems with access, registration, technical questions, and other technology issues.
  8. Create and monitor budget items; analyze and review budgetary and financial data to support school technology projects, systems, and user support activities.
  9. Develop and distribute reports for state and federal reporting, compliance monitoring, auditing, and general data collection.
  10. Prepare technical analyses, technical proposals, budget projections, and participate in the development of technological requests for proposals (RFP).
  11. Schedule and prioritize work and resources to accommodate existing activities while incorporating special projects, as assigned.
  12. Ensure that the acquisition of equipment, software, and systems to be used in major projects by schools and other departments is in harmony with District school technology, architecture, and supported standards.
  13. Participate in Leadership and Project Sponsor meetings and serve as the technical liaison for technology committees and projects, as assigned.
  14. Perform other duties related to the position, as assigned.
- 

## **Position Expectations**

1. Effective communication, collaborative, and interpersonal skills.
2. Effective skills in planning, organizing, and coordinating activities.
3. Strong oral and written communication skills.

4. Ability to work effectively with administrative personnel, peers, and others.
  5. Ability to coordinate, manage, and report data, including the design and development of high end reports.
  6. Ability to effectively plan, organize, and coordinate technical activities.
  7. Ability to manage multiple projects simultaneously, work under pressure, and meet deadlines.
  8. Effective presentation and staff development facilitation skills.
  9. Ability to work cooperatively with other departments within the District and with other agencies, both state and national.
  10. High degree of understanding of local area networks (LANs), wide area networks (WANs), and hardware used to implement such networks (i.e., switches, routers, cabling specifications, etc.) and common IT operating systems (i.e. Windows, operating systems (OS) X, iOS).
  11. Effectively communicate technical information, both written and orally, to non-technical audiences.
  12. Proficient in the use of productivity applications such as relational database design and management, spreadsheet design, publishing, project management, scheduling, and multimedia as related to administrative productivity to improve student achievement.
  13. Knowledge of generally accepted technology planning processes for schools and the District.
  14. Ability to manage multiple projects, work under pressure, and meet deadlines.
  15. Ability to work independently with little supervision and to problem-solve at a high level.
  16. Capacity to maintain focus and direction to meet project milestones.
  17. Ability to demonstrate comprehensive literacy in state-of-the-art computing technologies through oral and written communications.
- 

## **Position Requirements**

### **Education and Training**

An earned bachelor's degree from an accredited college or university or currently serving as a professional-technical employee with the Clark County School District.

### **Licenses and Certifications**

A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.

## **Experience**

1. Satisfactory service in corresponding or related positions or five (5) years of successful supervisory experience related to the position.
2. Minimum of four (4) years' experience in the use of productivity applications such as relational database design and management, spreadsheet design, publishing, project management, scheduling, and multimedia as they relate to administrative productivity to improve student achievement.
3. Minimum of four (4) years technology management experience.
4. Experience with large-scale technology implementations as team leader or member.

## **Preferred Qualifications**

1. An earned master's degree from an accredited college or university in Business Administration, Technology Management, Information Systems, or related field.
2. Demonstrated educational technology training experience.
3. Project management education, experience, and certification.
4. Developed and/or instructed courses related to technology and instruction.
5. Knowledge of generally accepted technology planning processes for use in a K-12 educational environment.
6. Experience managing enterprise-level (500 users or more) technology systems.
7. Progressive technology-related continuing education.

**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: 03/10/22
- Created: 12/02/08