

OAKLAND UNIFIED SCHOOL DISTRICT

Office of the Superintendent of Schools

December 12, 2012

Legislative File	
File ID Number:	12-3038
Introduction Date:	12/12/12
Enactment Number:	12-2996
Enactment Date:	12-12-12
By:	H

TO: Board of Education

FROM: Anthony Smith, Ph.D., Superintendent
Vernon Hal, Deputy Superintendent, Business and Operations *VEA*
Brigitte Marshall, Associate Superintendent, Human Resources Services & Support *BS*

SUBJECT: Reclassification, Update and Revision of a Classified Management Position in Technology Services Department

ACTION REQUESTED

Approval by the Board of Education of Resolution No. 1213-0043 – Reclassification, Update and Revision of a Classified Management Position – Technology Services Department.

DISCUSSION

The Director of Technology Support and Customer Service is one of three director positions in the Technology Services Department reporting to the Information Technology Officer (ITO). The Director of Technology Support and Customer Service is, in part, responsible for setting and implementing strategies to exploit constantly changing technologies to increase student achievement and improve business efficiency. The revisions to the job classification of Director, Technology Support and Customer Service add requirements that reflect the strong strategic and operational responsibilities of the position.

Human Resources has assessed the revised functions and scope of the position and has updated the job description to better reflect the essential requirements, which are now greater than initially written. The position has been updated to better reflect the essential functions necessary to support the operations of the department.

It is being recommended that the position of Director, Technology Support and Customer Service be reclassified, as follows:

Technology Services Department

Reclassification, Update and Revision

From:

Position Title/FTE

Director, Technology Support and Customer Service (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 19: \$77,840 - \$99,344

12 months, 261 days, 7.5 hours

To:

Position Title/FTE

Director, Technology Support and Customer Service (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 21: \$85,819 - \$109,534

12 months, 261 days, 7.5 hours

BUDGET IMPACT

Funding for this position is General Purpose funds.

RECOMMENDATION

Approval by the Board of Education of Resolution No. 1213-0043 – Reclassification, Update and Revision of a Classified Management Position – Technology Services Department.

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**RESOLUTION
OF THE
BOARD OF EDUCATION
OF THE
OAKLAND UNIFIED SCHOOL DISTRICT
Resolution No. 1213-0034**

- Reclassification, Update and Revision of a Classified Management Position
in the Technology Services Department -
Reclassification, Update and Revision
- Director, Technology Support and Customer Service -

WHEREAS, it is the goal of the Oakland Unified School District to ensure organizational effectiveness, efficiency and accountability to further student achievement; and

WHEREAS, it is the intent of the District to develop a structure which focuses on providing high standards of service and increasing accountability across the system; and

WHEREAS, the District is committed to generate a productive highly trained staff able to work cooperatively and efficiently to provide quality customer services; and

WHEREAS, this position aligns with the District's Strategic Plan for a Full Service Community School District to enhance servicing our students, schools and community, and

NOW, THEREFORE, BE IT RESOLVED that the Board of Education hereby approves the Reclassification, Update and Revision of the position of Director, Technology Support and Customer Service, Technology Services Department attached hereto and as listed below, and further approves and confirms said position's placement on the salary schedule listed below retro to be effective 12:01 a.m., July 1, 2012:

Technology Services Department

Reclassification, Update and Revision

From:

Position Title/FTE

Director, Technology Support
and Customer Service (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA
Range 19: \$77,840 - \$99,344
12 months, 261 days, 7.5 hours

To:

Position Title/FTE

Director, Technology Support
and Customer Service (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA
Range 21: \$85,819 - \$109,534
12 months, 261 days, 7.5 hours

and,

BE, IT FURTHER RESOLVED, that the Board authorizes 1.0 FTE for the position of Director, Technology Support and Customer Service, Technology Services Department.

Passed by the following vote:


AYES: Gary Yee, Noel Gallo, Alice Spearman, Vice President Jumoke Hinton Hodge and President Jody London

NOES: None

ABSTAINED: None

ABSENT: David Kakishiba and Christopher Dobbins

I hereby certify that the foregoing is a full, true and correct copy of a Resolution passed at a Regular Meeting of the Board of Education of the Oakland Unified School District held December 12, 2012.



Edgar Rakestraw, Jr.
Secretary, Board of Education
Oakland Unified School District

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By:	[Signature]



OAKLAND UNIFIED SCHOOL DISTRICT

Position Description

TITLE:	Director, Technology Support and Customer Service	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Technology Services	CLASSIFICATION:	Classified Management Confidential
FLSA:	Exempt	WORK YEAR/HOURS	261 days/7.5 hours
ISSUED:	Created: April 2012 Revised: Dec. 2012	SALARY GRADE:	CFCA 21

BASIC FUNCTION: Lead the day-to-day technical support and the continual improvement of customer service for users of technology in schools and business departments in the District, and develop and implement strategies and programs to raise the capabilities of end-users to benefit from technology. Maintain confidentiality of all personnel matters; some duties may involve access to confidential information concerning employer-employee relations.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to reflect the principal job elements accurately.)

ESSENTIAL FUNCTIONS

Manage the end-to-end delivery of day-to-day technology support to District users, from the receipt of service requests to the resolution of the user's issue to the user's satisfaction.

Develop and implement innovative support models (including leveraging vendors, community partners, OUSD students and families and non-Technology Services OUSD employees) to provide excellent customer service.

Develop and implement strategies to support OUSD teachers, students and families as technology is more tightly integrated into teaching and learning (sometimes referred to as "digital learning"), in an environment where downtime has significant impact, where 24x7 support is expected, and where there is a proliferation of device types.

Lead and mentor staff to provide excellent customer service in a rapidly changing technology landscape: to solve problems not yet identified and to support technologies not yet invented; in other words, to continually grow into jobs that do not exist.

Implement the vision for continuous improvement of technology support services with an emphasis on proactive planning, promoting a customer focused support culture, and improving the accountability of delivering effective IT support services.

Collect and analyze pertinent data to identify issues that impede the delivery of good customer service, and develop and implement solutions to continually improve customer service, especially in response to changes in technology, organization, financial resources, user needs, or other factors.

Develop and maintain a knowledge management framework that documents the description and technical resolution information for common IT support requests and to use to handle Technology Services support requests in a timely manner.

Identify and develop strategies for addressing chronic Technology Services customer support issues.

Identify Technology Services training needs for the end-user community.

Coordinate implementation of applicable industry best practice support frameworks, to improve the District's Technology Services operations maturity level and move to a more customer-centric support focus for all Technology Services.

Recommend and implement service standards to measure team performance and to manage user expectations.

Develop and implement strategies and programs to raise the capabilities of end-users to benefit from technology.

Serve as the principle representative of the end-user community and represent its views and changing needs back to the Technology Services Department.

Keep abreast with changes in technology, and design and implement processes to enable staff to keep their skills and technical knowledge current.

Develop and maintain reports to monitor service performance.

Design and implement processes that continually improve service quality.

Design and implement processes that continually improve staff efficiency and utilization of resources.

Assist the Information Technology Officer to create and manage the budget.

Work closely with other members of Technology Services to ensure the service needs of users are met in a timely manner.

Work as a project team member with other members of Technology; alert the Information Technology Officer in a timely manner to issues that might cause the delivery of service to fall short of user expectations.

Assimilate changes in technology, the District, K-12 education, and the business environment to develop strategies to exploit and manage change as a member of the Technology Services Leadership Team.

Collaborate with members of the Technology Services Leadership Team to continually redesign the department to enable the OUSD community to benefit from continual changes in technology.

Manage complex projects.

Hire, direct, supervise and evaluate assigned staff.

Provide cross-training to other staff members within the department.

Attend job related meetings.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

TRAINING, EDUCATION AND EXPERIENCE: A Bachelor's degree in business or a technology related field from an accredited four year college or university and seven years experience managing customer service teams (e.g. helpdesk, call center, field service technicians, trainers etc)

Master's degree preferred.

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's License

Employment eligibility will include fingerprints, tuberculosis and/or other employment clearance

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

Trends in technology, especially those pertinent to K-12 public school districts

Technical terminology

Basic troubleshooting of computers, mobile devices, peripherals and simple networking devices

Continuous improvement methodology

Project management methodology

Planning, organization and coordination needed for assigned program

Diverse academic, socio-economic, cultural, ethnic, and disability backgrounds of District students

Correct English usage, grammar, spelling, vocabulary and punctuation

Computer software, hardware, and related technology

ABILITY TO:

Analyze and solve problems, especially the ability to deduce coherent solutions from diverse views and complex data

Exercise good judgment to manage time and resources and adjust priorities wisely in a fast-paced, demanding environment

Take personal initiative to implement complex solutions with minimal direction

Actively listen

Think strategically

Quickly learn new things

Work with colleagues with tact, patience, and courtesy

Work effectively and contribute in a collaborative, team environment

Work in a matrixed, cross-functional organization

Manage complex projects that span organizational boundaries

Recognize and adjust to continual change

Operate office equipment

WORKING CONDITIONS

ENVIRONMENT:

Office environment and diverse school site environments; driving a vehicle to conduct work; fast-paced work; constant interruptions

PHYSICAL REQUIREMENTS:

Consistent mental alertness; sitting or standing for extended periods of time; lifting, carrying, pushing, and pulling objects up to 30 pounds, occasionally 30+ pounds; bending and twisting at the waist, reaching overhead, above the shoulders and horizontally; dexterity of both hands and fingers while performing duties; seeing to read, write and use the computer; hearing and speaking to exchange information, in person or on the telephone, and make presentations.

NON-DISCRIMINATION POLICY:

The Oakland Unified School District does not discriminate in any program, activity, or in employment on the basis of actual or perceived race, religion, color, national origin, ancestry, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, gender, sex, or sexual orientation.