



REVISED: Submitted:  
09/27/2023 09/26/2023

JOB TITLE:	SPECIALIST TECHNOLOGY INTEGRATION
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II GRADE 9
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	4224
BARGAINING UNIT:	CERX

**SCOPE OF RESPONSIBILITIES**

Assumes responsibility for the overall development, organization, implementation and monitoring of IT3 initiatives including Customer Care, Service Management Software, Asset Management, Device Life Cycle Management and Identity Management. Also, supervises and directs the work of committees and other groups as needed.

**PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA**

- Assumes responsibility for and assists with short-range and long-range planning of technology integration that supports the JCPS and KDE Technology Plan
- Works cooperatively with all IT3 directors, specialists and managers in assessing and addressing the District's technology priorities and needs in order to develop, review and revise programs or activities
- Ensures the accuracy and timeliness of all state reporting requirements; including but not limited to the Digital Readiness Report and Technology Activity Report
- Provides oversight in scaling the district-wide distribution of instructional devices and life cycle management of student and staff devices using best practices for technology integration
- Ensures continuous improvement of the overall technology lifecycle management process. Oversees the asset management system to include inventory of technology assets and instructional devices from procurement through end of life
- Specializes in Identity Lifecycle Management to ensure a safe, seamless digital experience for students, staff, partners, and vendors to support technology integration
- Provide support to the JCPS Microsoft and Google domain admins to ensure coherence between the identity lifecycle management process and Identity Lifecycle Management Provider
- Supervises and directs the work of committees and task forces as assigned
- Evaluates customer care satisfaction utilizing reporting, surveys, and feedback from JCPS service management software. Analyzes ticketing turnaround response time and high volume tickets. Seeks proactive solutions to reduce the need for support calls and tickets through automation, effectiveness, and knowledge base support
- Collaborates with stakeholders along with the JCPS Cybersecurity Team to ensure that cybersecurity tools are integrated seamlessly with the JCPS Identity Management Solution to close security gaps in identity and access controls
- Ensures compliance with local, state and federal regulations and procedures related to area of assignment
- Ensures compliance with Board Goals and Administrative Objectives related to area of assignment
- Evaluates staff as assigned
- Performs other duties as assigned by supervisor
- Completes all trainings and other compliance requirements as assigned and by the designated deadline

**PHYSICAL DEMANDS**

The work is primarily sedentary. The work at times requires bending, squatting, climbing, reaching with the ability to lift, carry, push or pull light weights. The work requires the use of hands for simple grasping and fine manipulations. The work requires being around moving machinery, driving automotive equipment, exposure to marked changes in temperature and humidity and exposure to dust, fumes and gases.

#### MINIMUM QUALIFICATIONS

Bachelor's Degree in area of assignment

Three (3) years of successful leadership experience with instructional technology

Demonstrated ability to develop short and long-range plans and to complete these plans as scheduled

Effective communication skills

#### DESIRABLE QUALIFICATIONS

Experience with information technology

District-level leadership experience

Experience in a diverse workplace