



REVISED: Submitted:
01/18/2025 12/17/2024

JOB TITLE:	EXECUTIVE ADMINISTRATOR OF SUPPORT & DELIVERY
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 14
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	4070
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Oversee the support and delivery of technology throughout the District. Ensure outstanding customer service support is provided for all students and staff, manage the logistics of student instructional devices to support equitable access, and provide best practices by establishing policies and procedures. Envision digital enablement opportunities for the district and help bring them to reality. Develop a culture of teamwork across the organization and foster a passion for supporting our students, schools and district.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Lead and mentor staff in scaling the District-wide distribution of instructional devices through active management of student and staff workstations

Conduct ongoing research to improve service desk operations to provide consistent, yet personalized support, with standardized documentation for enhanced user experience

Support technology transformation efforts across the district by facilitating collaboration with other organizational departments while ensuring shared accountability and enterprise outcomes

Direct the workflow of project planning and management of business-critical supported technologies in the District for student and staff instructional device deployment and support

Ensure systems are in place to support the equitable distribution of technology funding to maximize its impact

Conduct ongoing research to improve on-site technical support processes and techniques to maximize efficiency and customer satisfaction

Oversee completion of state reporting documents including the Digital Readiness Report and Technology Activity Report

Develop and monitor the budget for purchasing technology, as well as, managing the operational budget for division; ensures budget estimates are complete, accurate, and conforms with regulations and best practice

Initiate and coordinate digital enablement opportunities with external stakeholders

Evaluate staff as assigned

Perform other duties as assigned by supervisor

Complete all trainings and other compliance requirements as assigned and by the designated deadline

Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS
Master's degree
Five (5) years of experience in instructional technology, including three (3) of the years in a supervisory position
Current experience in using instructional technology
Demonstrated ability to clearly communicate technical ideas and concepts to others
Valid driver's license
Effective communication skills

DESIRABLE QUALIFICATIONS
Master's Degree Computer Science
Experience in education system applications
Five (5) years of teaching or school administration experience
Experience in a diverse workplace
Kentucky certification in administration and/or supervision