



T U L S A

PUBLIC SCHOOLS

Job Title: Director of Business Services

Department: Information Technology
Reports to: Executive Director of Information Technology
Compensation: BG-12
Number of days: 12 Months
Security Access: ESC
Current Date: March 10, 2014
Overtime Status: Exempt

Job Objectives: Develop and maintain a comprehensive business services plan for the entire District. Participate in the business services strategic planning for the District. Supervise all areas of business services and oversee, direct, manage, and administer the Business Services department and operations.

Minimum Qualifications:

- Bachelor's Degree in Computer Science, Information Technology, Management Information Systems, Engineering, Project Management, or Business Administration
- Minimum of ten years of management experience in directing and supporting business and system development in a large multi-tiered business environment
- Experience in strategic planning, service management, project management, managed services, performance management, and information technology preferred
- Must have proven leadership and management ability
- Business services management and Lean Six Sigma experience a plus

Responsibilities and Essential Functions: The following duties are representative of performance expectations. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.

- Develop proposals and standards for business services department and operations
- Monitor and approve the evaluation of project management, performance management, Lean Six Sigma, and high performance education initiatives
- Evaluate new developments in business services that relate to the District's automation plans and objectives
- Assist management in identifying areas to be improved utilizing automation
- Supervise all District business services personnel
- Support and serve on the Superintendent's staff meetings as requested
- Attend all Board of Education meetings as required
- Provide leadership to identify strategic direction in education applying current business services best practices

- Supervise establishment of methodologies to evaluate new and emerging business services and operations that enhance teaching and learning
- Monitor status of on-going projects, reviews plans for future projects, current priorities, and requests for new projects
- Support provision of administrative and instructional systems and infrastructure
- Manage multiple complex projects to achieve results within required cost
- Direct and oversee managed services contracts and vendors
- Support system analysis, design, development, testing, and quality assurance
- Support and supervise identification and provision of appropriate technical training for staff
- Support on-going maintenance and security of existing mission critical information management systems, network equipment, and server infrastructure
- Supervise development of technology training programs and ongoing support
- Support bond programs and initiatives
- Perform all additional duties and obligations assigned by the Executive Director of Information Technology/ or Chief Information and Operations Officer
- Any other duties as assigned

Skills and Abilities Required: The following characteristics and physical skills are important for the successful performance of assigned duties.

- Ability to direct and manage budgets, personnel, and operations for an enterprise Business Services department
- Exhibit strong organization, communication, and planning skills
- Comprehensive knowledge of the best principles and practices in business services and operations
- Relationship management with the ability to resolve parent, community, school administrator, and/or employee complaints about business related issues
- Capacity to evaluate and analyze business services data and its impact on District
- Ability to interpret and develop business policy and procedures at the federal, state, and local level
- Demonstrated success working with administrators, teachers, staff, and community support groups to plan for establishing goals, objectives, and action plans to produce expected results
- Ability to develop and present budget and technology business cases, proposals, and presentations
- Ability to oversee managed services and contracts
- Comprehensive knowledge of Microsoft office products, such as Access, Excel, Outlook, Project, PowerPoint, Word, etc.

Supervisory Responsibility: Must be able to effectively lead a large diverse staff while performing the following functions:

- Interview, hire, and train employees
- Plan, assign and direct work
- Appraise performance; guide and oversee professional development
- Reward and discipline employees
- Address complaints and resolve problems
- Focus on team performance

Working Conditions: Professional office environment; Frequent, in-district travel between TPS sites; Some state and national travel as required.

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response to funding variables, emerging technologies, improved operating procedures, productivity factors, and unforeseen events.