



# ROCKWOOD SCHOOL DISTRICT SUBURBAN ST. LOUIS COUNTY

## DIRECTOR TECHNICAL SUPPORT SERVICES

### POSITION AVAILABLE

## Babler Campus – Technology Department 2019-20 SCHOOL YEAR

The Rockwood School District is accepting applications for the position of Director Technical Support Services. This position reports directly to the Chief Information Officer.

- Serves as the Alternate Information Security Officer for the district.
- Maintains policies/regulations and procedures related to information security.
- Leads the Internal Audit/Incident Handling Team in daily activities.
- Leads strategic planning for Technical Support Services.
- Oversees the implementation and maintenance of technical components of the district's information security plan
- Manages the Help Desk and Technical Support Services supervisors.
- Ensures service requests are documented, tracked and resolved.
- Monitors service requests to ensure support goals are met.
- Communicates with end user management to ensure satisfaction with support services.
- Serves as a primary point of contact for district-wide technology maintenance and outage notifications.
- Develops and maintains technical support documentation.
- Ensures technical staff training needs are identified and met.
- Provides overall Project Management for system projects.

#### **BASIC REQUIREMENTS**

- Four-year degree from an accredited college or university.
- Experience in a school setting or similar environment preferred.
- Five (5) or more years' experience in Information Technology.
- Three (3) or more years in a customer service role and strong customer service orientation.
- One (1) or more years in a supervisory role.
- Knowledge of desktop, server, and infrastructure support functions.
- Knowledge of Microsoft and Google products.
- Technical certifications preferred.
- Project management knowledge and experience.
- Excellent written and verbal communication skills.

*Competitive salary and benefits*

*Starting Date: July 1, 2019*

*260 Day Contract*

*Screening to begin: May 19, 2019*

All applicants need to complete an **administrative** online application at:  
[https://www.searchsoft.net/ats/app\\_login?COMPANY\\_ID=00012927](https://www.searchsoft.net/ats/app_login?COMPANY_ID=00012927)

**External applicants** need to attach the following to your online application: letter of interest stating salary expectations, resume, and copy of your current certification.

**Internal to Rockwood applicants** need to attach the following to your online application: letter of interest and resume.

#### **Rockwood Fast Facts**

The Rockwood School District is a growing, dynamic and highly-respected education system in west and southwest St. Louis County. Our mission is to do whatever it takes to ensure all students realize their potential.

- District encompasses 150 square miles
- Nearly 21,000 students enrolled
- 19 elementary schools
- 6 middle schools
- 4 high schools
- Separate campuses for Gifted, Early Childhood and Alternative High School Education
- Over 1,500 Certified Staff
- Over 2,500 Support Staff

#### **Innovative, Progressive Learning Environment**

- AAA Rating with S & P Rating Agency
- Seventeen National Schools of Character
- Eighteen Missouri Schools of Character
- Accreditation: Distinction in Performance with High Achievement from the Missouri Department of Elementary and Secondary Education
- Excellent score on the Annual Performance Report from the Department of Elementary and Secondary Education
- Largest school district in St. Louis County

#### **Opportunities for Professional Growth and Advancement**

- National award-winning staff development program
- Tuition reimbursement to attend area universities and colleges for evening and summer graduate programs
- 137 National Board Certified Teachers, one of the highest in Missouri

**Visit our Web site:** [www.rsdmo.org](http://www.rsdmo.org)

*It is the policy of the Board to accord equal considerations and impartial treatment regardless of race, color, national origin, religion, marital status, sex, age, genetic information, disability, handicapping conditions, or any other factor that is not a proper legal basis for an employment decision.*

Rockwood School District  
Human Resources  
111 East North Street, Eureka, MO 63025  
Phone: 636-733-2035

*Posted on May 3, 2019*