



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
Overtime Status: Exempt
Last Revised Date: March 10, 2014

Mission and Vision: Tulsa Public Schools is the destination for extraordinary educators who work with our community and families to ignite the joy of learning and prepare every student for the greatest success in college, careers, and life. Our mission is to inspire and prepare every student to love learning, achieve ambitious goals, and make positive contributions to our world.

Core Values: Our core values guide how we work and interact with each other at every level of the organization. We embrace and embody these values every day.

- **Equity:** All children deserve the opportunity to develop their full academic and social potential. Our diversity is a community treasure, and we must foster an inclusive environment by examining biases and resolving unfair practices.
- **Character:** We are honest, trustworthy, and have high standards of behavior. We do the right thing even when it is hard. While we do not always agree, we treat one another with kindness and respect.
- **Excellence:** We work hard together and expect a lot of one another because high standards produce exemplary knowledge, skills, abilities, and mindsets.
- **Team:** We care for one another, support the personal and professional development of one another, and work together to improve our community.
- **Joy:** Joy at school and at work makes us more productive because when we create, innovate, and imagine, our motivation grows. We want to ensure that everyone knows the excitement that comes from working deeply on a problem, task, or concept and experiencing breakthrough moments.

Position Summary: 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:

Education:

- Bachelor's Degree in Computer Science, Information Technology, Management Information Systems, Engineering, Project Management, or Business Administration

Experience:

- 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

Specific Training/Skills:

- 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
- Display ability to work collaboratively with others on a team
- Perform other tasks, duties, or services consistent with this position 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: Exposure to the following situations may range from rare to frequent based on circumstances and factors that may not be predictable.

- Professional office environment; frequent, in-district travel between TPS sites
- Some state and national travel as required

Tulsa Public Schools is committed to building a diverse and inclusive team of individuals who contribute to the district's mission with their talents, skills, and energy. Tulsa Public Schools is an equal opportunity employer and does not discriminate on the basis of race, religion, color, national origin, sex, sexual orientation, gender expression, gender identity, pregnancy, disability, genetic information, veteran status, marital status, age, or any other classification protected by applicable law.

Tulsa Public Schools also provides reasonable accommodations to qualified applicants and employees with disabilities. If you need an accommodation during the application process, please contact the district's talent management department at 918-746-6310 or the district's human rights and Title IX coordinator at 918-746-6517. You can also direct your request for accommodation in writing to the Tulsa Public Schools Education Service Center, Attn: Talent Management, 3027 S. New Haven Ave., Tulsa, OK 74114-6131.