

LACA Director of Operations

Job Description Supplemental

Prepared by Chad Carson, Executive Director - November 2017

This document elaborates on the bullet points within the Director of Operations Job Description to help clarify the expectations of the job to applicants.

LACA's leadership consist of a three-employee team: Executive Director, Director of Operations, and Director of Technology. These three positions work together to lead the organization.

1. Monitor development, delivery and support of all data applications. Assure customer service requests are resolved and software projects are being executed.

This bullet point indicates that the Director of Operations would be a project manager for all software application projects (Fiscal/Student/Library) to insure the projects are on-task and being completed. This does not necessarily mean the Director of Operations would know intimately how to provide daily support all of these projects, but would be the one to get status updates and push the project along. Executive Director would step in and assist as necessary.

The Director of Operations would evaluate and bring to the attention of the entire Director Team any customer complaints related to fiscal/student/library if service degrades. The three directors would work together to resolve them.

NOTE: The Director of Technology performs this same project management function for tech-related projects (network/phone/wireless). The Director of Operations would be responsible for data and software-related services only (fiscal/student/library).

2. Develop and administer all policies and procedures relating to the operation of LACA, including but not limited to acceptable use, security, disaster recovery, and business continuity.

This bullet point indicates that the Director of Operations is the one who takes initiative and oversees creation/modification of policies and procedures for LACA to insure they are up-to-date and relevant.

This does not necessarily mean that the actual writing/developing of such policies rests solely on this individual, but D.o.O. can delegate and compile the resulting documents, ideas, and

contributions into draft policies to be reviewed/approved/edited by the Executive Director and Director of Technology, and ultimately approved and adopted by the LACA Governing Board.

Examples of deliverables would be procedure manuals for support operations, up-to-date Disaster Recovery plans, up-to-date Acceptable Use Policies, and implementation of NIST standards for Cybersecurity.

3. Insure the short and long term professional development needs of the LACA Staff are fulfilled.

Make sure staff are getting what they need for training to provide appropriate levels of customer service. D.o.O. would take recommendations to the Executive Director for approval if additional costs are involved to purchase training opportunities. Administrative assistant currently tracks IPDP to make sure CEU numbers are met, and keeps staff informed if they are deficient. That function would continue to stay with the Administrative Assistant. D.o.O. should be knowledgeable about the CIP process, how training fits into the CIP, and the overall status of staff CEUs as well.

4. Develop and administer an effective communication strategy both within the LACA membership and to agencies/organizations supporting K-12 education to promote awareness of current and future services of LACA, in conjunction with the Executive Director.

Simply put, this is marketing....making sure our customers know what we offer so we do not miss opportunities. Keep the website up-to-date with current information. Watch for opportunities to collaborate with other agencies/companies/ITCs to provide better service to our customers. Keep the Executive Director informed of any possible opportunities you see.

5. Develop and maintain security procedures and practices to insure a high level of data and network integrity for the LACA districts.

Keep current on cybersecurity trends, and work with the MCOECN Security group to continue to tighten up security, implement new best practices, and implement new policies to protect the data that we store. Assistance from the Executive Director and Director of Technology is definitely required for this task....the 3 Directors must all be on the same page.

6. Oversee creation and accessibility of up-to-date end-user documentation for LACA services.

D.o.O. does not have to be the one to WRITE this, but must be the initiator to create a list of what we need and how it should be distributed, and insure it is created by someone. This is also necessary for internal documentation for the LACA teams.

7. Attain expertise in products, utilities, techniques to enhance and supplement all services and programs at LACA.

D.o.O. should know enough about ALL the products we offer to provide guidance on how they can be improved, either by making use of features already in the products or by enhancing them with external add-ons and/or in-house developed scripts/programs.

8. Oversee set-up, troubleshooting and maintenance of all internal student services software, and any necessary software and hardware at the district level required to deliver student services.

Be a leader when it comes to Student Services and make sure the team has what they need to effectively deliver the services. This does not mean the D.o.O. should actively DO all of these things, but helps the team to do these things. LACA needs leadership for our student services division who understands the needs of the end-users of these products.

9. Oversee daily operations of LACA, including planning, implementing, and evaluating effective LACA staff work schedules and assignments.

Observe the overall operations, and make sure everyone is being used to their full potential. This is done by all three directors. Keep tabs on who is out-of-office, insure teams have adequate coverage on those days, move people and schedules around as necessary.

10. Assist Executive Director with developing and administering all personnel policies and procedures for LACA.

Help with development of the LACA Policy Manual when changes are necessary. D.o.O. should be very knowledgeable about the contents of the LACA Policy Manual and make sure staff are following the rules within it.

11. Under the leadership of the Executive Director, assist in the development and implementation of LACA's Continuous Improvement process including but not limited to accurate collection and distribution of quality assurance and user reporting.

Be involved in the annual CIP process, assist with developing goals, assist in making sure we meet those goals, and assist with documenting the process.

12. Identify and address the needs of the end-users by providing new/additional/on-going training opportunities.

Keep your eyes and ears open to immediate and anticipated training needs for the end-users for LACA services, and make plans to deliver this training. Again, this does not mean the D.o.O. has to be the one to CREATE or CONDUCT the training, but would be the one arranging and assessing the need, the number of sessions needed, and the effectiveness of the training to be sure we have happy customers.

13. Participate in Staff Evaluations

D.o.O. provides input into Staff Evaluations by tracking comments, observations, and helping to quantify the criteria used to create the staff evaluations. This information will be delivered to the Executive Director, who will be responsible for the final versions, and responsible for individual sit-downs to deliver the evaluation for all LACA Staff members. D.o.O and D.o.T will not give evaluations directly to LACA Staff Members.

14. Maintain sufficient knowledge of approved budget and LACA's financial responsibilities in order to carry out LACA's fiscal operation in the absence of the LACA Executive Director.

D.o.O. should be in the loop and know enough about how LACA runs financially to be able to step in and keep the place running in the event that the Executive Director is unable to perform this function. Be able to assume a LACA Interim Director role if necessary. It rests on the shoulders of the Executive Director to explain and train the D.o.O. to be able to perform this duty, and it rests on the shoulders of the D.o.O. to be sure you are getting the information you need to feel confident to perform this duty, and to approach the Executive Director with concerns if you feel you are not getting adequate information.

15. Participates in and represents LACA at various meetings and seminars critical to the effective operation of LACA.

Attend statewide ITC meetings, working groups, conferences that are relevant to the job, and represent LACA in a positive manner to everyone you interact with.

16. Performs all duties as defined and directed by the LACA Executive Director.

Self-explanatory.