

Technologies and Scope of Duties

Purpose

The purpose of this AP is to define the Technology Department's responsibilities and roles. Setting expectations improves communication, accountability, and resource allocation. A well-defined scope supports the Technology Department prioritize core functions, manage risks, and promote compliance with data security and privacy standards, ultimately leading to improved technology integration and user experience.

Definitions

Technology: Encompasses all network and device-related items, including but not limited to:

- Computers (desktops, laptops, Chromebooks, etc.)
- Tablets and mobile devices
- Multi-function devices (printers, copiers, etc.)
- Network infrastructure (servers, routers, switches, etc.)
- Software applications (operating systems, educational software, productivity tools, web platforms, Chrome extensions, etc.)
- Interactive whiteboards and displays
- Audio-visual equipment

1. Core Infrastructure

1.1 Network Infrastructure

Servers (physical and cloud-based)	Network switches and routers	Firewalls and security appliances
Cabling and network connectivity	Internet connectivity and bandwidth management	Wireless access points

1.2 End-User Devices

Student computers (desktops, laptops, tablets, Chromebooks, etc.)	Staff computers (desktops, laptops, tablets, Chromebooks, etc.)	Multi-function devices (printers, scanners, etc.)
Projectors and audio-visual equipment	Interactive whiteboards and displays	

Software and Applications

Operating Systems and Productivity Software

Deploy and manage of operating systems on all devices (Windows, macOS, Chrome OS)	Software update and patching	Office suites (Microsoft Office, Google Workspace)
Cloud storage and file sharing platforms	Email systems and collaboration tools	

Educational Software

Learning Management Systems (LMS)	Subject-specific software and applications	Assessment and testing platforms
Roster support and maintenance	Digital learning resources and content	Student records systems (PowerSchool)

Security Software

Antivirus and anti-malware solutions	Intrusion detection and prevention systems	Data loss prevention tools
Cybersecurity compliance	Web and content filtering solutions	

Data Management and Security

Data/Servers

Manage and maintain of physical servers and data storage	Environmental monitoring and control (temperature, humidity)	Backup power supply and redundancy systems
Disaster recovery planning and testing	Implement and manage of data backup solutions	

1.3 User Accounts and Access Controls

Single Sign On (SSO) solutions	Directory Services (Active Directory, LDAP)	Manage of user accounts and permissions
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2. Supports and Services

2.1 Service Desk and Technical Support

Provide technical support to staff and students	Troubleshoot hardware and software issues	Manage service requests and incident tracking
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2.2 Device Deployment and Management

Image and deploy new devices	Manage device inventory and lifecycle	Provide mobile device management (MDM) solutions
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2.3 Professional Development

Provide training and support to staff on technology use	Promote digital literacy and best practices	Develop and share technology resources to improve efficiency
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2.4 Technology Planning and Integration

Develop and implement technology plans and strategies	Evaluate new technologies and trends	Collaborate with stakeholders on technology integrations
Review and assess current practices for improvements		

3. Other Systems and Services

3.1 Phone Systems

Oversee Voice Over IP (VoIP) solutions	Maintain and support of phone infrastructure	Manage mobile device contracts and management
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3.2 Multifunction Services

Manage of print servers and multifunction devices	Support for network printing	Manage of printer contracts
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3.3 Security Cameras and Surveillance Systems

Install and maintain of security cameras	Manage of video surveillance systems	Install and maintain vape detectors
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3.4 Assistive Technology

Provide and support assistive technology for students with diverse needs		
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