POSITION TITLE:

SUPERVISOR OF TECHNOLOGY

Reports to: Superintendent of Learning

Function/Purpose:
To provide leadership, governance, strategic direction, enterprise risk management, and operational oversight for the Division's Information Technology services, infrastructure, systems, cybersecurity program, and technology investments.

General Description:
The Supervisor of Technology is responsible for the leadership, governance, and oversight of the Division's Information Technology Department. This includes strategic planning, enterprise risk management, cybersecurity oversight, budgeting, staffing, policy and procedure development, service delivery oversight, vendor management, compliance, and reporting. The position also provides higher-tier technical guidance and informed decision-making related to technology architecture, major projects, cybersecurity incidents, escalated operational issues, and complex technology decisions affecting multiple systems or areas of responsibility. The position ensures that technology services, resources, and investments align with Board priorities, divisional objectives, instructional and operational requirements, risk tolerance, and long-term sustainability.

Required Education, Knowledge, Qualification and Experience:

- Relevant post-secondary certificate, diploma, degree, or an equivalent combination of education and experience.
- A minimum of five years of progressively responsible experience in information technology, including demonstrated experience in leadership, supervisory, administrative, and governance.
- Experience supervising staff and coordinating departmental workloads.
- Experience with technology budgeting, procurement, vendor management, and contract administration.
- Demonstrated knowledge of cybersecurity, enterprise risk management, privacy, business continuity, and regulatory compliance.
- Broad knowledge of enterprise systems, networks, cloud platforms, endpoint environments, instructional technology, and technology service delivery.
- Experience providing higher-tier technical guidance and making complex technology decisions.
- Experience developing reports, recommendations, policies, procedures, and strategic plans.

Required Skills and Abilities:
Demonstrated capability and performance in the areas of:

- Strategic planning and organizational alignment.
- Enterprise risk management and problem solving.
- Communication and relationship building.
- Organizational and project management skills.
- Financial planning, budget management, and resource allocation.

- Policy and procedure development, governance, and compliance oversight.
- Prioritizing competing demands and organizational objectives.
- Analyzing data, trends, and risks to support informed decision-making.
- Vendor, contract, and stakeholder management.
- Leading departmental change and continuous improvement.
- Maintaining confidentiality and exercising sound professional judgment.
- Leadership, staff supervision, performance management, and team development.
- Collaboration with senior leadership, school-based administration, staff, vendors, and external partners.
- Providing informed technical guidance and making decisions involving complex or escalated technology issues.
- Communicating technology, cybersecurity, financial, and organizational risks in clear, governance-appropriate language.

Required Personal Characteristics:

- Trustworthy and respectful.
- Approachable and accessible.
- Flexible and collaborative.

Supervision:

The Supervisor of Technology provides organizational direction and supervision for Information Technology personnel, establishes departmental priorities, allocates resources, assigns and coordinates work, supports staff development, and ensures accountability for the effective delivery of technology services throughout the Division. The position addresses performance concerns in accordance with Division policies, procedures and established Human Resources practices for the department.

General Duties:

Without restricting the generality of the description above, the Supervisor of Technology shall perform such duties and responsibilities as may be assigned including but not restricted to the following:

- Provide leadership and strategic direction for Information Technology services across the Division.
- Develop and maintain technology strategies, plans, standards, and priorities aligned with divisional objectives.
- Lead enterprise risk management activities related to technology, cybersecurity, infrastructure, data protection, business continuity, and service sustainability, including maintaining technology-related risk registers, risk assessments, controls, mitigation strategies, and associated reporting.
- Lead the supervision, performance management, professional development, and succession planning of Information Technology personnel.
- Develop, monitor, and manage departmental budgets and technology investment plans.

- Ensure compliance with Board policy, administrative procedures, legislation, regulatory requirements, contractual obligations, and audit expectations.
- Monitor technology service delivery, performance indicators, workload trends, and capacity requirements.
- Oversee vendor relationships, service agreements, procurement activities, and contract management.
- Provide reports, recommendations and analysis to senior administration and, as requested, support reporting to the Board of Education.
- Direct and oversee significant technology initiatives and organizational change activities, including project scope, timelines, budgets, risks, dependencies, outcomes, and reporting.
- Ensure appropriate governance, documentation, standards, and accountability practices are maintained throughout the department.
- Provide higher-tier technical direction and informed decision-making support related to technology architecture, cybersecurity incidents, major projects, escalated operational issues, and complex technology decisions.
- Ensure technology planning, services, and investments appropriately support instructional, assessment, administrative, and operational requirements across the Division.
- Review technology platforms, services, utilization, service models, and lifecycle requirements to support continuous improvement, operational stability, and long-term affordability.

Judgment, Independence & Client Contact:

- Confidentiality
    - The Supervisor of Technology is expected to respect the confidential nature of the position by avoiding discussion of any topics that are not formally communicated to the public by the administration of the school or the Division. Information regarding a student, staff member or Board member must not be discussed in public or with any person not authorized to receive that information. Exchange of personal information within the system shall be on a “need to know” basis. Breaching confidentiality is a serious violation of acceptable conduct and is grounds for disciplinary action up to and including termination of employment with the Board.
- Independence
    - The Supervisor of Technology is expected to work independently, take initiative and be responsible for quality of assigned work under minimal supervision.
- Working Jointly with Other Staff on Common Assignments or Tasks
    - This position involves working jointly with other staff, teachers and school-based administration on a daily basis.

New appointees will undergo a ten (10) month probationary period.

Mission: Laying the foundation for success.

Vision: One student at a time.

Revised: October 2014
Director Approved: November 10, 2026