



# Technology Department Service Catalog

List of Services Provided by the Goose Creek CISD  
Technology Department





# CONTENTS

## Management Oversight | Assistant Superintendent of Technology: Matthew Flood

- 3-4. Leadership, Strategic Planning, Customer Focus, Measurement and Analysis, Workforce Focus, Process Management, and Results. (1-7)
- 5. Technology Procurement (9)
- 6. Customer Support Services (10)
- 7. Technology Inventory Control Specialist (19)

## Information Services | Director: TBD

- 8. Student Services (11)
- 9. Business Services (12)

## Cybersecurity | Director: Gary Lackey

- 10. Cybersecurity (23)
- 11. Phone Services (22)
- 12. Technology Support Services (15)

## Technology Services | Director: Kevin Billings

- 12. Technology Support Services (15)
- 13. Campus Technology Specialist (CTS) On-Site Support (18)
- 14. Project Management (14)

## Network Services | Associate Director: Eric Culpepper

- 15. Network/Systems Administrator (16)

## Educational Technology | Director: Steve Koester

- 16. Educational Technology (20)



## Management Oversight (1-7)

- Direct and manage the Educational Technology, Technology Services, Information Services, Cybersecurity, and Network Services Departments for the district.
- Assist schools and administrative departments in development and implementation of plans to address technology needs (including evaluation of hardware and software as well as management of information relating to attendance, grade reporting, scheduling, demographic data, and budgetary information).
- Develop, implement, and manage district standards and specifications for hardware, software, and systems use.
- Establish and implement managerial and operational controls to monitor system performance, analysis, implementation, and operating costs to maximize return on all technology and training investment for instructional and administrative requirements.
- Ensure that computer services operations and purchases are supportive of the instructional goals and objectives of the district and the attainment of the District's Strategic Plan.
- Develop, implement, and monitor a strategic, comprehensive enterprise information security and IT risk management program.
- Work directly with the business units to facilitate risk assessment and risk management processes.
- Develop and enhance an information security management framework, including privacy and security policies and practices.
- Understand and interact with related disciplines to ensure the consistent application of policies and standards across all technology projects, systems, and services.
- Provide leadership to the enterprise's information security organization.
- Partner with stakeholders across the organization to raise awareness of risk management concerns.
- Assist with the overall business technology planning, providing a current knowledge and future vision of technology and systems.
- Oversee the efficient and effective repair of all technology equipment in the district.
- Coordinate with the Superintendent or Designee to implement district-wide staff development for all employees who use technology resources.
- Administer the information services and technology budget and ensure that programs are cost-effective; compile budget and cost estimates based upon documented program's needs.
- Coordinate the purchase of all computer hardware, software maintenance, and supplies.



## Management Oversight (1-7) (Continued)

- Initiate purchase orders and bids in accordance with budgetary limitations and district policies.
- Ensure the appropriate processes are in place for recycling and replacement of obsolete technology.
- Define job performance expectations of technology staff, evaluate job performance, conduct conferences, develop training options, and improvement plans for the technology department.
- Manage and utilize data effectively for systemic process and program analysis.
- Implement data-driven decision making for improvement efforts based on best practices.
- Develop and implement a district wide computer network plan.
- Develop and coordinate continuing education of educational technology, cybersecurity, information, network, and technology services staff.
- Maintain and develop as necessary procedural guidelines and documents for managing, controlling, and optimizing the district's infrastructure and information resources.
- Oversee and provide financial management for all technology funds.
- Provide long-term cost reductions and process improvements through optimized use of technology in the district.
- Maintain a technology organization plan that creates an environment that supports, encourages, and measures professional development while controlling overall staffing costs.
- Stay abreast of trends and developments in both technology and the integration of technology in the educational sector that may impact the overall effectiveness and efficiency of the district.
- Demonstrate behavior that is professional, ethical, and responsible and serve as a role model for all district staff.
- Maintain friendly customer-service-driven interactions with all stakeholders, students, teachers, administrators, and co-workers.
- Work cooperatively with co-workers and supervisors to ensure that the goals of the school/department are being met.
- Maintain a positive and professional tone in all communications (i.e., email, written, and verbal).
- Achieve an overall average of 95% in Technology service areas based on the results of Technology Key Performance Indicators (KPIs).
- Monitor Service Level Agreement (SLA) through daily overdue reports to ensure that technology tasks are completed within required timeframes.
- Take strong and measurable steps to help ensure the privacy of student and staff data.



## Technology Procurement (9)

- Manage processing, ordering, and receiving technology equipment for the district, and create work orders for installation.
- Procure all hardware and software, and technology infrastructure purchases. Coordinate all related proposals with vendors.
- Analyze user's technology requests to ensure proper use of funds and standardization.
- Prepare and coordinate technology related proposals, such as hardware components, wiring, file servers, and service contracts.
- Facilitate and track all district software purchases and license agreements to ensure legal use of software.
- Oversee the computer equipment room for cleanliness and organization and maintain stock technology parts for repairs and upgrades.
- Prepare and maintain bi-weekly employee payroll information for the department, keep all necessary forms available, and enter maintenance work orders.
- Provide overall office management for the Technology department.
- Recommend District technology standards.
- Oversee the Technology Standards section of the Technology website.
- Assure the best technology pricing so district funds are spent wisely.
- File E-Rate reimbursements with the Schools and Library Division and follow-up, collect, and tabulate funds.



## Customer Support Services (10)

- Provide the first line of support to Goose Creek users and Campus Technology Specialists:
  - Support the Technology Customer Support Services Phone Line
  - Expedite and ensure Technology problem resolution
  - Reset network passwords and e-mail accounts
- Analyze service requests, conduct detailed problem analysis, and make appropriate assignments.
- Analyze service requests to assess priority designations and assure accuracy and efficiency.
- Track work order requests to closure and ensure customer satisfaction.
- Monitor service request response time, and priority designation.
- Implement initiatives for overall technology service improvement.
- Monitor Technology workflow activity by preparing reports for overdue work orders and time accountability.
- Provide technology support to the staff, students, and families of Goose Creek CISD.
- Escalate customer issues to management.
- Define and maintain Technology processes and procedures.
- Research software and network issues with technical Technology staff.
- Create work orders when needed.
- Monitor daily centralized backups to ensure nightly backs worked successfully.
- Enter and maintain all technology equipment in the district inventory database.
- Process inventory removals and remove from inventory database. Coordinate pickup of removal items with the technology recycling company.
- Manages the district's work order system to ensure timely tracking, assignment, and resolution of IT-related service requests.
- Provides leadership and coordination for technology support staff, including Campus Technology Specialists (CTS), Technology Support Technicians, and Summer Help, by facilitating meetings, assigning responsibilities, setting priorities, monitoring progress, and ensuring consistent, effective technology support across all campuses.
- Provides leadership for the management and accuracy of inventory records for over 24,000 student-issued iPads, ensuring accountability and compliance.
- Manages the coordination of weekly iPad distribution for new and returning students.
- Directs the repair processes for district iPads to ensure timely resolution and minimal downtime.
- Supervises the collection and recycling of outdated technology equipment across district sites.
- Guides the identification and evaluation of classrooms requiring standard technology installations, providing recommendations on implementation priorities.
- Coordinates app deployment requests through JAMF to support instructional goals and operational requirements.



## Technology Inventory Control Specialist (19)

- Coordinate the needs assessment, planning, and inventory management of technology hardware, including delivery, tagging, and movement of equipment, in order to optimize the instructional and administrative use of technology assets.
- Audit campus inventory reports using a physical check for ensuring accurate inventory records.
- Reconcile discrepancies in inventory records (physical count versus reported items, purchase orders versus items received, physical location of items) for the purpose of maintaining accurate technology inventory records.
- Work cooperatively with other departments to develop procedures and maintain accurate software inventory and licensing records.
- Maintain accurate technology fixed asset inventory.
- Develop and teach training programs for administrative staff.
- Train central office and campus staff on the use of programs and systems.
- Work cooperatively with co-workers and supervisors to ensure that the goals of the school/department/district are met.
- Stay up-to-date professionally through the selection of quality staff development opportunities for personal growth.
- Research system trends and new technologies to bring innovative ideas to district administrative staff.
- Develop Quick Reference Guides for hardware and software supported by the Technology Department.
- Facilitate and track all district software purchases and license agreements to ensure legal use of software.
- Coordinate and facilitate administrative training district wide for upcoming applications.



## Student Services (11)

- Provide technical support for Student Services applications which include scheduling, attendance, grade reporting, PEIMS, transcripts, GPA / class rank, graduation requirements, testing, medical, special populations, online registration, volunteer application, and discipline software.
- Provide system analysis, troubleshooting, custom reports, queries and research for Student Services.
- Download and convert all necessary files to external applications and 3rd party software vendors.
- Provide technical leadership in complex systems and analysis to key stakeholders.
- Provide support related to ERP/SIS application users.
- Develop and maintain ERP/SIS application documentation for end users.
- Represent the Department as a technical expert in the field of specialization with key stakeholders and vendors.
- Stay abreast of State and Federal mandates, ensuring that the ERP/SIS software can fulfill these mandates, and make system configuration changes when required.
- Perform evaluations in the development and implementation of complex programs or systems including assessing existing software for potential application, review completed programs or systems for possible refinements, investigate suitable design change suggestions, and verify that all required modifications have been made to affected documentation.
- Configure and maintain Security Access for ERP/SIS application system in accordance with data privacy guidelines.
- Maintain district portal, SSO applications, application access, and data integration with 3<sup>rd</sup> party vendors.



## Business Services (12)

- Provide day-to-day support for Business Services software: knowledge of system workflows, processes, and database structure.
- Provide Support for custom business processes and procedures: Punchout Catalogs, Dashboards, etc.
- Provide system analysis, troubleshooting, custom reports, and queries for Business Services.
- Provide technical leadership in complex systems and analysis to key stakeholders along with documentation and training.
- Provide Support for end-of-month processing: TRS, ACA, Unemployment Filing, etc.
- Provide Support for quarterly processing: PEIMS submissions, 941 forms, etc.
- Provide Support for yearly processing: salary adjustments, calendar structure, budget setup, increment tenure, position initialization, professional contracts, stipend update, build service records, reconcile warehouse catalog, fixed asset upload, analyze position control, reconcile open encumbrances, analyze, and accrue purchase orders and outstanding invoices. W2s, 1099s, CRDC, Affordable Care Act.
- Provide Support to Finance Department for annual budget preparations and implementation. Manage Approver workflows. Maintain end user notifications. Support check requests, purchase orders, budget change requests, travel and employee/non-employee reimbursements.
- Provide Support to Human Resources, Payroll, and Benefits to support employee pay and fringe benefits. Manage Approver workflows. Maintain end user notifications. Support time clocks maintenance.
- Provide Support to Purchasing Department with back-end configuration of ShipTo Locations and Receiving and to maintain Requisition Security and Requisition Hierarchy. Manage Approver workflows. Maintain end user notifications.
- Work with ERP/SIS vendor and providing technical support for issues with applications and problem resolution.
- Maintain ERP/SIS system configuration for criminal history, applicant tracking, substitute placement, hiring/transfers/separations, timekeeping/timecards, account number maintenance, payroll, security, benefits, and deductions.
- Stay abreast of State and Federal mandates, ensuring that the ERP/SIS software can fulfill these mandates, and make system configuration changes when required.
- Configure and maintain Security Access for ERP/SIS application system.



## Cybersecurity (23)

- Responsible for managing IT security systems, processes, and services including computer forensics, electronic discovery, incident management, network security monitoring, encryption, data leakage protection, vulnerability management, antivirus, and additional technologies to support all security, audit, and compliance efforts across the district.
- Security program planning, cyber-risk assessments, implementation of program and solutions.
- Analyze security events to classify, detect and respond to security incidents.
- Escalate issues to leadership in a timely manner with appropriate information regarding risk, action times and root cause analysis.
- Collaborate with IT teams and external vendors on the development of processes and technologies to streamline responses to incidents.
- Build, administer, mature and fine-tune security operations processes to ensure compliance.
- Maintain knowledge of threat landscape by monitoring threat intelligence sources and other related sources.
- Ensure regulatory compliance throughout the District's IT infrastructure.
- Ensure monitoring of Security systems and practices.
- Manage and lead large-scale complex cybersecurity engagements.
- Work with stakeholders on cybersecurity awareness training.
- Change control management documentation and tracking.



## Phone Services (22)

- Manage the centralized SIP trunk for all inbound and outbound calls.
- Manage Frontier phone line for Stallworth Elevator.
- Manage the phone extensions and DID's for all district phones.
- Manage and support voicemail for all end users.
- Manage and support Webex.
- Support and maintain Voice over IP phone system.
- Maintain and verify E911 capabilities for the district.
- Verify phone billing and long-distance usage/charges.
- Manage and support paging over the district phone system.



## Technology Support Services (15)

- Install, repair, and maintain all technology hardware and software.
- Provide dedicated hardware and software support to all GCCISD users, teachers, and students.
- Keep track of technology items that are in and out of warranty and coordinate all repairs.
- Provide consistent application and implementation of all workstation hardware and software.
- Provide first level support training to district users:
  - Turn on peripherals, laptops, and computers
  - Operate the printer
  - Open and close applications
- Perform preventative maintenance on technology hardware and software.
- Support and maintain monitors, computers, scanners, printers, projectors, smartboards, document cameras, and all related technology workstation equipment.
- Schedule and complete work order requests, and update status for each.
- Evaluate equipment performance and prepare reports including recommendations for design and operational improvement of the equipment.
- Support and maintain security cameras, wireless access points, and badge access control.
- Maintain accurate technology equipment inventory including but not limited to site-to-site transfers.



## Campus Technology Specialist On-Site Support (18)

- Provide onsite support for technology hardware, software, and phones.
- Act as the primary campus contact for all technology related services.
- Coordinate all new installations, services, and problems with Technology Department.
- Maintain the campus technology inventory which includes technology equipment assigned to rooms, staff, and students.
- Maintain proficiency in all campus instructional hardware and software systems.
- Manage the instructional campus network which includes classrooms, library, and computer labs.
- Attend technology meetings, training sessions, and professional development.
- Provide technology support for on-campus professional development and meetings.
- Order technology supplies for the campus.
- Support the administrative office staff in specialized technology tasks such as printing projects, creating Word and Excel documents, downloading pictures and videos.
- Perform preventative maintenance on technology hardware and software.
- Support and assist parents with parent portal and online registration.
- Provide support in the library during the librarian's absence.



## Project Manager (14)

- Coordinate with construction and contractors on wiring needs and infrastructure for new facilities when necessary.
- Act as the lead contact for the Technology Department in the area of technology wiring for all campuses.
- Plan and schedule project timelines.
- Track project deliverables using the appropriate tools.
- Revise plans as appropriate to meet changing needs and requirements.
- Constantly monitor and report on progress of the project to all stakeholders.
- Perform project evaluations and assessments of results.
- Coordinate multiple projects with a common resource pool.
- Evaluate equipment performance. Prepare reports including recommendations for design and operational improvement of the equipment.
- Provide technology wiring support, including installation and repair of cabling, and basic network connectivity troubleshooting.
- Work with district contractors to ensure the proper operation of district technology systems and installation of new systems and projects.



## Network/Systems Administrator (16)

- Design, install, configure, maintain, and oversee Local Area Network (LAN) operations, including servers, workstations, iPads, IoT devices, and all associated server and network software.
- Create and troubleshoot instructional, administrative and workstation configuration settings throughout the district.
- Create workstation and network software images for administrators, teachers, and students.
- Maintain network connectivity, including firewall, routers, switches, SAN, UPS, wireless, and wired connectivity.
- Perform various administration functions as needs occur, helping users with printer problems, converting files, correctly using applications, configuring workstation addresses, and monitoring tape backups.
- Train and provide technical support to students and staff on a daily basis.
- Assist teams during upgrades or configuration on large projects.
- Maintain current technology and plan for implementation of new technology.
- Design, install, configure, maintain, and oversee all district Wide Area Network Operations.
- Perform various LAN Management functions as needs occur, including:
  - Managing network access through IAM controls (AD, ISE, etc)
  - Manage and maintain servers and applications
  - Assist staff with technical issues as needed (VLAN changes, software firewall restrictions, GPO issues, etc.)
- Research, analyze, and develop software compatibility issues and determine the best implementation into our existing system.
- Evaluate and recommend new Enterprise application software.
- Assist with technology related bids, such as workstations, wiring, servers, service contracts, etc.
- Create and manage documentation and data integrity for all areas.
- Manage and monitor centralized backups to ensure backups run as scheduled.
- Perform tabletop exercises to validate backup and disaster recovery system design.
- Respond to security alerts presented by monitoring applications (Microsoft Security, Microsoft Defender, Albert, etc.).
- Review vulnerability reports from applications (Nessus, MS-ISAC, CIS, etc.) and take appropriate action to remediate.



## Educational Technology (20)

- Provide management oversight for the training, development, data loading, and implementation of Eduphoria, the district's Curriculum, Instruction, and Management Systems.
- Design and deliver educational technology integration staff development workshops for teachers, administrators, and executives.
- Provide management, expertise, and integration of Technology Applications in all curricular areas.
- Advise and procure educational technology equipment for area private schools (Title II Part D).
- Manage Technology Bond educational technology goals.
- Assist in the planning and development of new facilities.
- Support Campus Technology Specialists.
- Provide technical training and facilitate meetings.
- Conduct annual needs assessment in the spring to determine our user's technology needs. Based on those needs, redesign or enhance our training program and technology procurement.
- Research and evaluate new applications.
- Provide and maintain a quality, up to date training facility. Maintain training schedule.
- Integrate technology into content-based lessons to transform the learning environment.