

Director of Operations: Facilities, Maintenance & Security; Technology; Transportation

This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.

I. Facilities, Maintenance, and Security

Position Summary

In this aspect of the position, the employee is responsible for the operations, repairs, renovations, alterations, and preventive maintenance of the school building and related utility systems and for the management of personnel and budget matters in the area of the maintenance and custodial services. The position supervises scheduled work and administers a comprehensive program for maintenance and custodial operations in order to ensure that a high level of performance is achieved.

Essential Functions

- Develops a five year Capital Plan and prioritizes projects relative to the plan.
- Prepares the annual school Capital Improvement Plan and oversees all approved projects including planned maintenance as well as replacement and renovation projects to maintain and upgrade the school's facilities.
- Prepares bid specifications for any items requiring bid per Board policy.
- Prepares and submits all grants related to facilities and school security.
- Files all documents related to CSDE facilities reimbursement for qualifying projects.
- Maintains project files and warranty information.
- Establishes appropriate maintenance requirements for the school building.
- Establishes priorities for repair projects and oversees maintenance services, including major or routine repairs of building and grounds and utility systems, recurring repairs, and preventive maintenance.
- Oversees efficient and functional utility systems including heating, ventilation, electricity, water, propane gas, and fuel oil.
- Prepares and administers the budget for maintenance, operations, utilities and telecommunications.
- Supports budgetary responsibilities such as supply orders and quotations from contractors.
- Maintains records of maintenance projects and related data to monitor progress to completion.
- Keeps abreast of trends and products in the areas of maintenance and repair.
- Interfaces with administration to coordinate work and resolve facility needs.
- Oversees the school Safety Services Program, including asbestos management, hazard communication, updating OSHA standards and regulations; underground storage tanks; pesticide notice; radon testing, and other similar tasks.
- Administers personnel policies and bargaining unit contracts.
- Assists in safety training for staff and works to ensure safe work practices.

- Ensures that standards consistent with all applicable laws are maintained.
- Plans and oversees the scheduling and assignment of custodians to various facilities-related duties including but not limited to cleaning, repairs, building safety, and snow/ice removal.
- Assigns custodial staff when shifts need to be covered and closely monitors overtime if/when necessary.
- Assists in the hiring of seasonal and/or temporary employees if applicable.
- Conducts regular inspections of completed work and building cleaning operations.
- Performs periodic review of inventory, tools, and equipment and their needed repairs.
- Implements SchoolDude or similar tracker of maintenance tasks.
- Supervises and inspects the improvement and renovation work performed by outside contractors and verifies that the terms of all such contracts have been fulfilled before authorizing payment for services.
- Acts as the liaison to the Town of Marlborough relative to access to the school building for any Capital Improvement projects and/or mutual projects.
- Serves as the 24-hour contact for emergency situations. May be required to work outside of normal business hours or be called into work.
- Attends town and school meetings as needed.

Security Responsibilities

- Follows federal, state, and local guidelines for all safety and security matters.
- Maintains highly collaborative relationships with area fire and safety personnel.
- Assists in the annual update to the All Hazards Plan, submits it to the state, and monitors adherence to school safety procedures.
- Ensures that all security systems are in place, properly maintained, and operating.
- Works with administrators to ensure security protocols are in place and are being followed.
- Cybersecurity: Serves as Chief Information Security Officer and establishes and/or maintains a cybersecurity plan to have controls in place including immutable backups, instituting multifactor authentication, and training employees and students on avoiding cyber attacks.

Supervisory Requirements

- Serves as the supervisor for custodians, performing daily supervision in the proper administration of the systems, equipment use, supplies and work loading, and performs daily supervision.
- Serves as the primary point of contact for day-to-day issues and trouble-shooting.

Required Skills, Knowledge, Abilities

- Knowledge of maintenance systems, general trades and construction practices, as well as general industry practices within the janitorial field.

- Knowledge of public administration principles and practices as applied to work unit reporting and routine administrative procedures.
- Ability to use logic to define problems, collect information, establish facts, draw valid conclusions, interpret information, and/or deal with multiple variables to take appropriate action and make recommendations.
- Ability to communicate effectively and to supervise and lead others in a work unit.
- Ability to administer policies and procedures including scheduling, routine decision-making, and the completion of forms and reports.
- Ability to establish and maintain effective working relationships with co-workers, Town liaisons, contractors, building occupants, and superiors.
- Ability to respond quickly and effectively to emergencies.
- Ability to maintain confidentiality whenever it is necessary.

II. Technology

Position Summary

In this aspect of the position, the employee leads and coordinates all IT functions.

Essential Functions.

- Establishes and/or maintains a cybersecurity plan including backing up data in a secure manner, instituting multifactor authentication, and training employees and students on how to avoid hacker's tactics.
- Develops a short- and long-term technology replacement cycle.
- Maintains an inventory of the school's technology and A.V. equipment and compiles budget requests annually based on instructional and administrative technology needs in accordance with the planned replacement cycle to assist with district budgeting process as it relates to technology infrastructure, hardware, software, multimedia, and licenses and administers budgeted allocations.
- Supervises the planning, implementation, and maintenance of software programs for instructional and administrative use.
- Submits all technology-related grants and oversees budgets based on instructional and administrative technology needs.
- Supports all network security, infrastructure, telecommunication, internet, database, and data communication systems.
- Coordinates maintenance and upgrades of all audio visual and multimedia equipment.
- Serves as a resource and expert in technology for the Board of Education, the administrative staff, and the teaching staff.
- Provides professional development on technology equipment and platforms.
- Promotes and supports the integration of technology into curriculum.
- Repairs machines or systems using or coordinates repairs through staff or outside vendors.
- Shares oversight of the student assessment data warehouse with the school administration.

- Manages or oversees the management of the district website, as well as the rapid notification system.
- Provides support as needed with hybrid/live-streamed Board of Education meetings.
- Manages or oversees the management of student data reports to the state including PSIS, student attendance, ED166.
- (See Cybersecurity under section I.)

Supervisory Requirements

- Supervises or co-supervises staff with technology responsibilities as applicable.

Required Knowledge, Skills, and Abilities

- Knowledge of trends, developments, and research as they pertain to technology in education and in school operations.
- Ability to consider the relative costs and benefits of potential equipment or software purchases or related investments.
- Advanced understanding of databases and networking protocols.
- Ability to determine causes of operating errors and implement appropriate corrective actions.
- Knowledge to select and use training/instructional methods and procedures appropriate for the situation when teaching others new things.
- Ability to serve technology-user needs and respond to emergencies in a timely, respectful, and helpful manner.
- Knowledge to install equipment, machines, wiring, or programs to meet specifications.
- Ability to counsel, recommend, guide, or caution others based on legal, financial, scientific, technical matters.
- Ability to communicate effectively, contribute to a team, and to interact effectively with external customers or the general public.

III. Transportation

In this aspect of the position, the employee is responsible for the following essential functions:

Essential Functions

- Assists the bus contractor with student rosters and school schedules so that they prepare annual bus routes and any special transportation.
- Ensures the bus contractor follows district policy and procedures for scheduling routes and bus stops.
- Communicates/posts bus routes/schedules.

- Monitors vendor adherence to the transportation contract to ensure the terms of the contract are in full force.
- Notifies the bus contractor of scheduling changes and/or emergency situations requiring a delayed opening or early dismissal.
- Supports the Principal or Designee when addressing any bus route matters, including student behavior on buses.
- Organizes the student transportation safety program.
- Participates in or provides support during transportation contract negotiations.

Required Education, Licenses, Certifications, or Experiences

- Minimum of 5 years of successful experience in positions requiring similar qualifications as this role.
- Bachelor's Degree (Master's Degree, preferred) in Business, Computer Science, Facilities Management or other related fields, plus a minimum of five years experience in a supervisory position of custodial/maintenance and technology services.
- Advanced certification in Google or similar information technology platform(s).
- Connecticut requires that any person (teachers, administrators, special service staff members, teachers' aides, custodians, cafeteria employees, etc.) who is hired by a local or regional board of education submit to a state and national criminal history record check within the first 30 days of the date of employment. The process includes the checking of fingerprints by the State Police Bureau of Identification and the F.B.I. The results of the criminal history record checks (both state and federal) are reported to the employing school district. If the district receives notice of a conviction of a crime by a person holding a certificate, authorization or permit issued by the State Board of Education, the district shall notify the Bureau of Certification and Professional Development.

Physical Exertion/Environmental Conditions

- Sufficient stamina and good health to perform strenuous physical activity/labor.
- Ability to regularly walk, climb, stand, bend, lift and carry objects up to 100lbs.
- Ability to see and hear within normal limits.
- Ability to work in varying climatic conditions and disagreeable environmental situations such as inclement weather (snow, rain, heat, cold), dust, and grease.

Work Year

Full-time, 12-month position.

Exempt/Non-Exempt

Exempt and unaffiliated position.

Report To

The Superintendent of Schools