

# **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<br>(desktops, laptops, tablets,<br>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**

## 1.3 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<br>Office, Google Workspace) |
|-----------------------------------------------------------------------------------|---------------------------------------|-------------------------------------------------------|
| Cloud storage and file sharing platforms                                          | Email systems and collaboration tools |                                                       |

#### 1.4 Educational Software

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

# 1.5 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**

#### 1.6 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                |                                            |

## 1.7 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 and software issues and incident trace |
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## 2.2 Device Deployment and Management

| Image and deploy new devices | Manage device inventory and lifecycle | Provide mobile device<br>management (MDM)<br>solutions |
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#### 2.3 Professional Development

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## 2.4 Technology Planning and Integration

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

## 3. Other Systems and Services

## 3.1 Phone Systems

#### 3.2 Multifunction Services

| Manage of print servers   | Support for network | Manage of printer |
|---------------------------|---------------------|-------------------|
| and multifunction devices | printing            | contracts         |

## 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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