



# Poudre School District

HUMAN RESOURCES DEPARTMENT

## JOB DESCRIPTION

Job Title: **Manager, IT Deployment & Field Operations**

Job Family: **Professional**

Prepared/Revised Date: **August 1, 2026**

FLSA Status: **Exempt**

Pay Range: **A/P Schedule, Grade S**

Job Code: **38244**

**SUMMARY:** Responsible for the planning, coordination, and execution of technology deployments and operational field activities for the district. Manage classroom technology deployment projects, warehouse operations, field logistics, and staff to ensure technology equipment is received, staged, delivered, installed, and supported efficiently. Position is focused on operational execution and delivery, providing leadership for deployment, warehouse, and field operations while coordinating closely with other IT and district departments.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Frequency of duties, percent of time and work year may vary based on department or building assignment. This job description is not intended to be all inclusive and the employee will also perform other reasonably related duties as assigned by the supervisor.*

1. Supervise and provide day-to-day leadership for IT Field Specialists, the IT Asset & Inventory Analyst, and IT Warranty Repair Technicians performing deployment, repair, and field operations work.
2. Evaluate, test, and make recommendations around technology for deployment, including front-of-classroom and other large-scale initiatives. Plan, coordinate, and manage technology deployment projects, including front-of-classroom and other large-scale initiatives.
3. Develop deployment schedules, coordinate resources, and ensure projects are completed on time and within scope. Coordinate day-to-day activities with vendors and contractors supporting deployments and field operations. Serve as the primary operational contact for schools during deployment activities.
4. Generate and deliver regular reports to IT leadership covering deployment progress, repair turnaround, warehouse activity, and vendor performance against established benchmarks.
5. Manage IT warehouse operations, including receiving, staging, kitting, storage, and distribution of technology equipment. Develop and maintain procedures for physical inventory handling, chain of custody, and secure storage. Ensure efficient use of warehouse space, materials, and staffing.
6. Schedule deliveries and installations, coordinate site access, and resolve operational issues.
7. Monitor vendor performance and escalate concerns as appropriate.
8. Provide guidance, coaching, and performance feedback to assigned staff. Support training, scheduling, and operational readiness of deployment, warehouse, and repair staff.
9. Assign tasks, establish priorities, and ensure work is completed safely, efficiently, and to quality standards. Coordinate workload distribution across field, warehouse, and repair functions to meet district priorities.



10. Supervise the IT Asset & Inventory Analyst to ensure physical deployments and handling align with asset tracking and record requirements.
11. Work with other IT teams and departments to minimize disruption and support operational needs.
12. Update assigned tickets and tasks, record progress and key details in tracking tools to uphold transparency and accountability. Create and manage tasks in tracking systems as needed to maintain organization, prioritize workloads, and meet deadlines. Address issues as they arise, working collaboratively with team members to overcome challenges and achieve project objectives effectively.
13. Utilize strong problem-solving and analytical abilities to identify, troubleshoot, and resolve technical issues. Analyze complex systems, determine root causes, and implement effective solutions to improve performance and efficiency.
14. Deliver consistent, quality, user support by providing consultative customer service, resolving issues efficiently, and translating technical concepts into clear, user-friendly solutions for non-technical audiences, collaborating across teams, and aligning solutions with business goals.
15. Pursue continuous professional development by staying updated on district technology standards, industry trends, and emerging skills, while embracing challenges and maintaining a growth mindset.
16. Perform additional duties as assigned.

#### **EDUCATION AND RELATED WORK EXPERIENCE:**

- Bachelor's degree in information technology, computer technology, business administration, or related field
- 3+ years of IT leadership experience
- Experience in IT asset management preferred
- Equivalent combination of education and experience acceptable

#### **LICENSES, REGISTRATIONS or CERTIFICATIONS:**

- Criminal background check required for hire
- Valid US driver's license

#### **TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:**

- Oral and written communication skills
- English language skills
- Strong interpersonal relations and customer service skills
- Advanced math skills
- Strong organizational and time management skills
- Working knowledge of electronic equipment assessment, repair processes, and quality standards sufficient to evaluate work, support escalation, and ensure operational consistency.
- Advanced skills in damage and cost assessment



- Advanced skills in on-site project coordination of technical system design, installation and multi-department sequencing
- Advanced skills in integrating emerging technologies with much older legacy systems
- Advanced knowledge of computer operations, troubleshooting, repair and testing
- Advanced knowledge of electronics and electronic systems principles
- Advanced knowledge of low-voltage electronic theory and practices
- Advanced knowledge of audiovisual and audio-distribution systems and practices
- Knowledge of electronic scoreboards, scoreboard systems, and the repair of both indoor and outdoor cabling systems
- Knowledge of various hardware platforms utilized as interactive whiteboards, projection systems and LCD display systems
- Knowledge of various software applications utilized in conjunction with various interactive whiteboards, projection systems and LCD display systems
- Knowledge of computer operations, operating systems (Windows, ChromeOS, Linux, macOS/iOS), imaging solutions, endpoint deployment workflows, and system level configuration approaches used in district environments
- Knowledge of ServiceNow, Microsoft Configuration Manager, Entra ID, Intune, Active Directory, JAMF, Google Admin Console, and other enterprise management tools used for field operations.
- Knowledge of network concepts including TCP/IP, DHCP, DNS
- Ability to read and interpret schematics and technical data
- Ability to use electronic meters and test equipment
- Ability to assess complex technical issues, support escalation, and collaborate with technical leads to ensure timely and effective resolution.
- Ability to use hand and power tools
- Ability to install, configure, and troubleshoot hardware, software, and peripherals of all types
- Ability to do online research, read and understand trade and technical publications, and apply skills acquired through such research
- Ability to provide excellent customer service on the phone and face-to-face
- Ability to participate and work in a team environment
- Ability to maintain confidentiality in all aspects of the job
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, District policies, administrative guidelines and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator



**MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:**

- Advanced troubleshooting and repair knowledge of computer and audio-visual equipment, including printers, projectors, monitors, televisions, and other audiovisual equipment
- Operating knowledge of intercom systems
- Operating knowledge of and experience with personal computers, peripherals, media equipment, and office software
- Operating knowledge of and experience with Microsoft Office and/or other department software packages
- Operating knowledge of and experience with standard office equipment, such as telephones, copier, fax machine, E-mail, etc.

**REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:**

	POSITION TITLE	# of EMPLOYEES
<b>Reports to:</b>	Director of IT Infrastructure	
<b>Direct reports:</b>	IT Field Specialist	4
	IT Asset & Inventory Analyst	1
	IT Warranty Repair Technician	1

- Responsible for assisting with interviewing, hiring and training employees; assisting with planning, assigning and directing work; assisting with appraising performance; assisting with rewarding, disciplining and terminating employees; and assisting with addressing complaints and resolving problems

**STANDARD PHYSICAL DEMANDS & WORKING CONDITIONS:** *Poudre School District is committed to the full inclusion of all qualified individuals. As part of this commitment, Poudre School District will ensure that qualified individuals with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact [ada@psdschools.org](mailto:ada@psdschools.org).*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk			X	
Sit			X	
Use hands to finger, handle or feed				X
Reach with hands and arms				X
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X



PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Taste	X			
Smell		X		

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds			X	
Up to 50 pounds		X		
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze				X
Communicate				X
Copy		X		
Coordinate			X	
Instruct		X		
Compute		X		
Synthesize			X	
Evaluate			X	
Interpersonal Skills				X
Compile		X		
Negotiate			X	

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places		X		
Fumes or airborne particles		X		
Toxic or caustic chemicals		X		
Outdoor weather conditions		X		
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock			X	
Work with explosives	X			



WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	