Loudoun County Public Schools

HUMAN RESOURCES AND TALENT DEVELOPMENT
JOB CLASS SPECIFICATION

Certified: 9/11/2026

Supervisor, IT Operations

Pay Scale: B
Level: 23
FLSA Status: Exempt
Job Family: Information Technology
Primary Location: Digital Innovation Anex

Department Overview
The Department of Digital Innovation (DDI) contributes to the infusion of digital innovation into teaching and learning, as well as the operations of LCPS, by providing leadership and support in all areas of digital innovation planning and technology resource management. DDI is committed to building a transparent open organizational environment providing students, teachers, parents, administrators, and the community with highly functional technology that is easy to use, reliable, and cost-effective to support a consistently superior level of instruction and student achievement. The Department includes the following teams: Enterprise Resource Planning, Enterprise Solutions, Digital Experience, and Infrastructure & Engineering.

Job Overview
The Supervisor of IT Operations plays a critical role within the Department of Digital Innovation's Infrastructure and Engineering team. This position ensures seamless continuity, operational efficiency, and resilience of district-wide technologies through robust problem management, cross-functional process optimization, and project execution. It demands a blend of broad technical expertise and exceptional interpersonal skills. A successful employee will be able to break down operational silos and mobilize technical and non-technical teams to deliver unified, district-wide service delivery.

Roles and Responsibilities
The following information is intended to describe the overall nature and scope of the work being performed. This is not a comprehensive listing of all responsibilities or tasks; work may differ and other work may be assigned when deemed appropriate.

- Directly supervises the Technology Support Center (TSC), which is responsible for incident, request, change, problem, and knowledge management
- Coordinates the response to system service disruptions and performance degradations, authoring and dispatching broad system-status communications to LCPS staff
- Develops, monitors, and analyzes IT service metrics and Key Performance Indicators (KPIs) to measure system performance and support efficiency
- Responsible for applications within the Technology Support Center portfolio, including those for IT Service Management (ITSM), documentation, and project management
- Collaborates with technical teams across DDI to design, standardize, and implement optimized workflows that bridge operational silos and improve overall service delivery
- Spearheads complex IT projects across several areas of responsibility; aligns diverse technical engineering teams to meet project milestones, tracks deliverables against district goals, and provides regular, high-level operational reporting to executive leadership
- Interfaces with external technology vendors, SaaS providers, and contractors to monitor compliance, enforce Service Level Agreements (SLAs), and manage enterprise software licensing and renewals

- Oversees the change management process, leads weekly Change Advisory Board (CAB) meetings, coordinates across teams to evaluate risk, minimize scheduling conflicts, and maintain the availability of services
- Drives the creation and continuous maintenance of standard operational "runbooks" and technical knowledge bases across IT teams to streamline issue resolution and preserve institutional knowledge
- Develops, implements, and maintains a disaster recovery plan. Leads periodic disaster recovery tabletop exercises
- Manages and executes the formal Authority to Operate (ATO) process for all new software application implementations; evaluates vendor software against district business needs, security baselines, and data privacy requirements prior to implementation
- Hires, mentors, coaches, and evaluates the performance of technical operations staff, fostering a culture of learning, critical thinking, and student-centered support

Qualifications
Below are the minimum qualifications for this job. Equivalent combinations of education and experience are also acceptable.

Education
Bachelors' Degree in Information Technology or related field

Experience
Six (6) years of full-time experience relevant to the listed roles and responsibilities

Licenses and Certifications
IT service desk, networking, project management, security, cloud, or other IT industry certifications (ex. ITIL, Network+, Security+, CETL, PMP, Amazon Cloud Practitioner)

Knowledge, Skills and Abilities
- Strong knowledge of IT Service Management (ITSM) frameworks, best practices, and tools, with the ability to document and improve workflows
- Knowledge of data privacy regulations (such as FERPA/COPPA)
- Ability to communicate effectively, both verbally and in writing, with all stakeholders, including drafting high-stakes, clear, and concise emergency communications
- A customer-centric attitude and unwavering commitment to delivering quality IT services
- A commitment to staying current with emerging technologies and best practices in information technology

Physical Requirements
The following provides a brief description of physical requirements for this job:

While performing the duties of this job, the employee is regularly talking, expressing or exchanging ideas by means of the spoken word. The employee must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly. The employee must possess normal cognitive abilities including the ability to learn, recall and apply certain practices and policies. Frequently sitting and/or remaining in a stationary position for long periods of time. Exerting up to 25 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Equal Opportunity Employment
The Loudoun County School Board seeks to cultivate a high performing team of professionals focused on its mission and goals. The School Board values merit and excellence within its workforce and encourages the highest levels of professionalism for all its employees.

The School Board also recognizes and values the diversity of the students and broader community it serves and encourages diversity within its workforce.

The Loudoun County School Board is an Equal Opportunity Employer. The School Board does not discriminate against qualified applicants or employees on the basis of actual or perceived race, national origin, ancestry, color, sex, sexual orientation, gender identity, pregnancy, childbirth or related medical conditions, marital status, age, religion, disability, genetic information, veteran status or any basis protected by law.

ADA Accommodations Disclosure
Under the Americans with Disabilities Act (ADA), Loudoun County Public Schools is required to provide reasonable accommodations to qualified employees with disabilities, unless doing so would pose an undue hardship. Qualified employees are those who hold the necessary education, skills, and experience for the job; and who can perform its essential responsibilities, with or without an accommodation.

Remote Work Disclosure
The following guidelines apply to jobs and positions where employees have been identified as having the potential to work remotely. Remote work is defined as completing one's duties and responsibilities at a site other than one's assigned duty location. In order to be eligible for remote work privileges, an employee must have demonstrated consistent, positive performance and have the support and approval of their direct supervisor. In addition, these employees must have reliable high-speed internet and a designated workspace that allows them privacy while completing sensitive and confidential work. Employees who are non-exempt and are working remotely will work their regular scheduled hours and gain prior approval from their supervisor if they work more than 8 hours a day or more than 40 hours in a workweek. Remote work privileges can be amended, changed, or revoked based upon the performance of the employee, as well as the needs of Loudoun County Public Schools.

Essential Personnel Disclosure
Employees who perform the responsibilities of this job are considered essential personnel. Essential personnel are designated employees who must report for work during a delay or emergency situations. A workplace emergency is an unforeseen situation that threatens the staff, pupils, or the public; disrupts or shuts down business operations; or causes physical or environmental damage. Emergencies may be natural or manmade. It is incumbent upon the supervisor to inform and confirm which essential personnel are required to work during emergency closings. Notification and confirmation of the expectation of essential personnel to report to work, or maintain as-needed status, will be executed with as much advanced notice as possible via in-person communication or email.