



River Trails

SCHOOL DISTRICT 26

To: River Trails Board of Education
From: Alicia Duell - Director of Innovation and Technology
Date: February 11, 2025
Subject: Technology Department Restructure

Introduction

The Technology Department is adequately staffed, but roles and responsibilities are not effectively aligned. There is insufficient support for Tier 2-3 tasks such as managing video and door security systems, help desk systems, phone systems, and printer/copier systems. Additionally, there is an unbalanced distribution of Tier 1 responsibilities, with one staff member managing all staff and student Chromebooks across the District.

Recommendation

Restructure the Technology Department without adding additional FTE. This would involve creating a new Tier 2 “Technology Systems Specialist” role and eliminating the Tier 1 Field Support Specialist role. The department would then comprise:

- Two Tier 1 roles: Network Security Specialist and Data Systems Coordinator
- One Tier 2 role: Technology Systems Specialist
- Two Tier 3 roles: Technology Maintenance Specialists.

This restructuring will realign staff responsibilities, enhancing support for Tier 1 Chromebook maintenance and provisioning needs while increasing Tier 2-3 support for current and future critical systems infrastructure, such as the addition of security cameras and door locks at Indian Grove.

Background

The District’s cybersecurity and physical security environment have grown significantly in recent years:

- The Technology Department has implemented additional cybersecurity tools and continues to actively partner with our MSSP (Managed Security Service Provider), Forward Edge, in order to strengthen defenses against both internal and external cyber threats.
- Management of security cameras and door locks has transitioned from the Building and Grounds Department to the Technology Department. Recent renovations have significantly increased the number of these devices.
- Key systems, previously analog, are now cloud-managed. These include VoIP phones, printer/copier systems (via PaperCut), IP speaker clocks, security cameras, and door locks.

Financial Impact

The proposed restructuring will result in a cost increase due to the higher hourly rate for the new position. The current Field Support Specialist role, which will be RIF’d, has a base hourly rate of \$17. The new Technology Systems Specialist role will have a base hourly rate of \$25. This rate aligns with regional pay standards for similar positions.

Timeline and Next Steps

Upon approval at the March 11 Board of Education meeting, the Technology Systems Specialist role will be posted on the District website with a start date of July 1, 2025 and the Field Support Specialist role will be RIF’d effective the same date.

Attachments

- [Technology Systems Specialist Job Description](#)
- [RTSD26 Technology Department Organizational Chart](#)