MEMORANDUM OF UNDERSTANDING
BETWEEN THE GRANBY PUBLIC SCHOOLS AND THE TOWN OF GRANBY
CONCERNING IT OPERATIONS AS OF DECEMBER 1, 2023

WHEREAS, The Granby Public Schools (District) independently budgets for, controls, and maintains operations for all IT needs relating to Granby Public School operations.

WHEREAS, The Town of Granby (Town) requires additional assistance in order to properly meet its IT needs for the Town.

WHEREAS, The Granby Public Schools and The Town of Granby agree that it is in the best interest of the school district and town operations to collaborate for the purposes of providing IT services to both the District and the Town. Specifically, a combined technology department will:

- Provide internal, leadership, management, and oversight for Technology;
- Provide the potential for short-term and long-term cost savings while expanding technology services to the town and school district;
- Reduce inefficiency and redundancy between the Town and District technology functions; provide internal control of technology operations reducing liability and exposure to security threats;
- Streamline technology and telecommunications operations;
- Improve the Town and the District security and emergency coverage;
- Permit cross training, backup, and economies of scale;
- Provide support for the Town and the-District fiber optic network; and standardize technology and cooperative purchasing.

NOW THEREFORE, for and in consideration of the premises and the mutual undertakings of the Parties hereto, it is mutually agreed that:

1. The Town and the District will create a combined Technology Department.

2. Scope of Services: Technology support for; leadership, oversight, management, security, planning, budgeting, infrastructure, hardware/software, and user support services for the Town and the District.

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3. Structure: The Technology Department will follow the attached organizational chart. (See Exhibit A).

   a. There shall be one Director of Technology that will perform duties for both the District and the Town; (See Job Description attached hereto and labeled Exhibit B).

   b. The Director of Technology shall report directly to the Superintendent of the District.

   c. The Director of Technology shall supervise the Technology Operations Manager (primarily District) and Systems Administrator (primarily Town) (See Job Description for Technology Operations Manager and Systems Administrator attached hereto and labeled Exhibit C).

   d. There shall also be a staff of employees that shall assist both the Town and the District. (See Job Description for Help Desk attached hereto and labeled Exhibit D).

4. Payment:

   a. Subject to the Town and the District agreeing on the amount of the increases, the Town shall pay 100% of any increases in salary for the Director of Technology and the Technology Operations Manager for the fiscal year 2023-24 and the fiscal year 2024-25. Beginning in the fiscal year 2025-26, the Town shall pay a portion of the salaries of both the Director of Technology and Technology Operations Manager based on a proportionate share of use which will be determined using usage data and such other factors agreed to by the Town and the District.

   b. The Town will authorize the Director of Technology to hire a new System Administrator, primarily dedicated to Town work, with a salary not to exceed $73,000. This new system administrator will be considered an employee of the Town, and the Town will be responsible for budgeting and payment of the salary and benefit costs of this employee upon hiring.

   c. The Town and the District shall each pay for specific entity related costs associated with hardware, software, system upgrades, and other non-personnel related IT costs. To the extent that any non-personnel costs related equally to the

District and the Town, the Town and the District shall share equally in those costs. The Town and the District Shall have the right to review and pre-approve any cost to be attributed to the Town or the District through the existing purchasing workflow for each entity.

5. Communications: The Town and the District will mutually establish a systematic approach to project priorities and implementation.

- In the 2024 calendar year, the Town and the District will collaborate to share information technology resources that best meet the needs of both. This collaboration and consolidation of resources will not preclude either party from taking advantage of programming and funding unique to either the Town or the District.

6. Review and Amendment:

a. This Memorandum of Understanding shall be reviewed annually during the budget process to ensure compliance and/or termination by either the Town or the District.

b. This Agreement or any part hereof may not be changed, amended or modified, except by written agreement of the Parties.

X _____

Cheri P. Burke
Superintendent of Schools

X _____

Mark. H. Fiorentino
Acting Town Manager

_____

Date

_____

Date

Exhibit A: Granby Technology Department Org Chart

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                    Superintendent
                         of                    Town Manager
                       Schools          <--->
                     Cheri Burke

                    Director of Technology
                         1 FTE
                       Jon Lambert

         Technology
      Operations Manager
            1FTE
        Frank Melanson


      Granby Public Schools                    Town of Granby

  Information         Technology Support    Systems Administrator    Communications Tech
Technology Specialist     Specialist          (Cross Trained)              .5 FTE
      1 FTE                 1 FTE                 1 FTE
  John Kroninger         Tristan Grouten         New Position          Catherine Lanyon
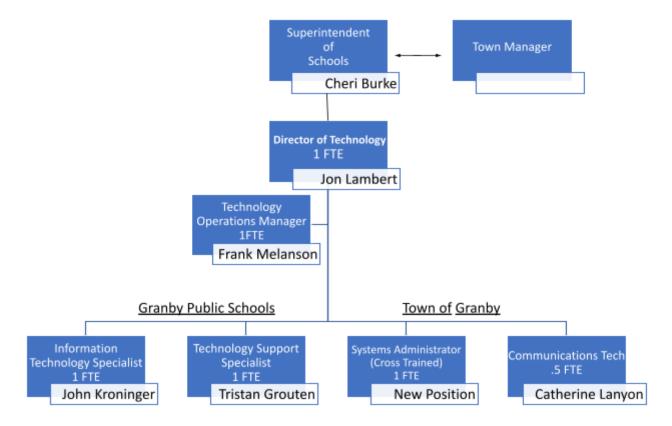```

**Exhibit B:**       **Director of Technology Job Description**
                     **Granby Technology Department**

<u>TITLE</u>: **Director of Technology**

<u>Reports to:</u> Superintendent of Schools

The **Director of Technology** manages the overall delivery of technology and technology related services to the town and school district. The Director serves as a technology liaison providing information and resources to others; achieving defined objectives through planning, evaluation, development, implementation, and maintenance in compliance with established guidelines. He/she serves as an integral member of the leadership team. The Director works collaboratively with town and school district staff to manage, to maintain, to improve and to expand upon administrative and instructional technology programs throughout Granby in alignment with its mission, vision, achievement goals, and technology objectives.

<u>JOB GOAL</u>:  Provide leadership, management, and the overall vision as it is related to technology throughout the town and school district. Successfully manages all aspects of the town and district's technology including, but not limited to:  infrastructure, systems, software applications, security, compliance, support, training, and personnel employed through the technology department.

<u>REPORTS TO</u>: Superintendent of Schools

<u>ESSENTIAL JOB FUNCTIONS</u>:

- Develops methods for expanding technology support for administrative and instructional programs for the purpose of increasing productivity; meeting organizational objectives; and integrating the use and application of technology into district processes.
- Develops a wide variety of documents and presentation materials, independently and/or through delegation to other personnel (e.g., plans, proposals, policies, budgets, grant opportunities, procedures, forms, etc.) for the purpose of implementing and maintaining services and/or programs.
- Manages technology programs and related departments for the purpose of achieving organizational objectives while complying with established requirements.
- Participates as a member or facilitator in meetings, workshops and seminars that frequently involve a range of issues (e.g., technology deployment, equipment acquisition, goals attainment,

## Exhibit B (Continued)

- problem resolution, personnel and staffing, etc.) for the purpose of conveying and/or gathering information required to perform functions.
- Performs a wide variety of personnel functions (e.g., hiring, evaluating) for the purpose of maintaining adequate staffing, enhancing personnel productivity and achieving objectives within budget. Responsible for the supervision of technology department staff.
- Recommends solutions to a wide variety of complex issues for the purpose of addressing the technology needs of the school district.
- Researches a wide variety of topics related to district technology needs (e.g., emerging technology; guidelines and regulations; financial resources, etc.) for the purpose of ensuring compliance with regulatory requirements and established guidelines; securing information for planning; and/or responding to requests.
- Supports the Town, Town Manager, Superintendent, Boards, and department administrators for the purpose of developing and implementing services and programs and achieving operational goals.
- Compiles data from internal and external sources for the purpose of analyzing issues, supporting student learning, ensuring compliance with policies and procedures, and/or monitoring program components.
- Collaborates with a wide variety of internal and external groups (e.g., department heads, auditors, community organizations, regulatory agencies, etc.) for the purpose of implementing program components; creating long and short term plans; and addressing organizational objectives.
- Monitors assigned programs and/or department activities for the purpose of ensuring that performance objectives are met within budget and in compliance with established operational practices.
- Presents information on a wide variety of topics for the purpose of conveying information, gaining feedback, and/or making recommendations regarding district services.
- Responds to a wide variety of inquiries from internal and external sources for the purpose of identifying relevant issues and recommending or implementing action plans.
- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

## Exhibit B (Continued)

<u>Education, Skills, Knowledge, Abilities, and Environment</u>

**EDUCATION:** BS in computer Science, Engineering, or related field. 10 years progressive experience in the IT field of which 5 years should be in a supervisory role. Technology certifications (A+, Network+, Microsoft, etc.) and/or comparable experience designing, installing, and administering large scale computer WAN/LAN networks.

**SKILLS:** Specific knowledge-based competencies required to satisfactorily perform the functions of the job include; Developing and administering budgets; Well-versed in network operations, administration, and operating standard office equipment including utilizing pertinent software applications; planning and managing multiple projects; preparing and maintaining accurate records; training; developing and supervising staff.

**KNOWLEDGE:** Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: current, legacy and emerging technologies (hardware, software, and peripherals); federal and state grants management; Town and K-12 educational system organizations; pertinent codes, policies, regulations and/or laws; statistical analysis; and accounting/bookkeeping principles.

**ABILITY:** Specific ability-based competencies required to satisfactorily perform the functions of the job include: adapting to changing work priorities; dealing with frequent and sustained interruptions; developing and maintaining positive working relationships; facilitating communication between persons with divergent positions; implementing change; maintaining strict security and confidentiality; meeting deadlines and schedules; providing direction and leadership; and setting priorities.

**WORK ENVIRONMENT:** This is a full-time 12 Month position. Under normal conditions during the year the job requires 60% sitting, 20% walking, and 20% standing. This job is performed in a generally clean and healthy environment. Lifting computers and peripherals up to 50lbs from time to time and working in non-air conditioned school areas during the summer months may be required.

## Exhibit C: Job Descriptions

### Granby Technology Department
### Technology Operations Manager

**Position: Technology Operations Manager:**Full-Time Position (12-months)
Reports to: **Director of Technology**

Qualifications and Skills:
- A technical support expert with a minimum 5 years' of experience.
- Leadership, supervisory, and troubleshooting skills. A willingness to continuously learn.
- Excellent organizational, language and communication skills, both oral and written;
- Proven interpersonal skills and the ability to interact as a department team member with leadership, initiative, and creativity;
- Ability to exercise professional judgment and attitude in dealing with colleagues, other staff members;
- Ability to perform calmly and accurately, and maintain a professional demeanor in a stressful, rapid paced, multi-task oriented environment;
- Ability to solve complex practical and logistical problems;
- Ability to work independently;
- Expert knowledge of telecommunications, network engineering and management, windows, mac, and chrome platforms
- A skilled troubleshooter with knowledge of hardware/software service and repair
- Well versed in network security best practices
- Ability to prioritize and manage technology support for multiple locations, projects, and vendor relationships

Job Responsibilities:

- Maintain a high level of network security and keep up with best practices
- Train, supervise, and evaluate technical staff;
- Schedule daily repair workload support requests for technical support staff;
- Coordinate long-term technology infrastructure, hardware and software projects;
- Provide in person and phone-based technical helpdesk support;
- Manage and report on web-based helpdesk system;
- Maintain legacy municipal and instructional applications and research replacement products;
- Maintain municipal fiber network, servers, backups, email, security, phone and other on prem systems;
- Maintain district's communication and collaboration platform, network accounts, shared resources, and software policies;
- Oversee the maintenance and updating of the hardware and software inventory;
- Provide emergency evening and weekend support as needed;

## Exhibit C (Continued)

- Create and manage systems documentation for IT;
- Assist with research and planning of new municipal and instructional hardware and software technologies;
- Assist Director of Technology with bid preparation;
- Develop resource usage reporting and advise the Director on appropriate resource allocation;
- Processing of electronic data and report building for application integration and interoperability, including SIF administration, and single sign on platform;
- Administer data policy, compliance, discovery, and legal matters;
- Assist with the management of HVAC and building security systems;
- Manage radios and cellular devices as needed;
- Assist designing, maintaining, and supporting town and school based broadcasts, live streaming platforms, and associated equipment;
- All other job functions as assigned by the **Director of Technology**

**Exhibit C (Continued)**

## Granby Technology Department
## Systems Administrator

**POSITION: Systems Administrator for The Town of Granby (Cross Training for essential functions)**

REPORTS TO: **Director of Technology**, Direct Supervisor: Technology Operations Manager

SUMMARY: Responsible for the configuration, management and backup of network, system, software, desktop, user management, and user support needs. Including but not limited to network equipment, phone systems, security cameras, and servers. Assist in the operation and maintenance of both districts' computer systems, as well as technology projects. As the district expert on network infrastructure, the incumbent must be able to work with limited supervision and maintain current expertise in the field.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Must be able to perform all essential functions of the position with or without accommodation.
- Network, systems, software, email, user management, desktop support, end user support
- Develop an organizational level network monitoring process, and develop security policies for multiple computer platforms.
- Ensure appropriate system's security is in place to maintain confidentiality of student and staff information.
- Web and Educational software administration; G-Suite admin, Office 365 admin.
- Engage in regular network troubleshooting activities and resolve network connectivity issues.
- Review both districts' network designs and assist develop plan(s) for future integration.
- Acts as a resource for building level computer technology information specialists.
- Reporting network operational status by gathering, prioritizing information.
- Organizes and maintains network shares for staff and students.
- Design and implementation of remote access system(s).
- Assist with maintenance and inventory of all network equipment.

TERMS OF EMPLOYMENT:

EVALUATION: Performed jointly by the Director of Technology and Technology Operations Manager

QUALIFICATIONS: 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, skills and/or abilities required.

- Outstanding customer service
- Experience with Active Directory, Cisco, HP, Fortinet
- Wireless technology, Avaya and HP switch gear, as well as Avaya IP phones.
- Knowledge of network hardware/software and ability to diagnose problems.
- Knowledge of cabling local area and wide area network.

EDUCATION and/or EXPERIENCE:

- Bachelor's degree or equivalent work experience and certifications
- Minimum five (5) years of increasing responsibility and related work experience in the Information Technology field.

OTHER SKILLS and ABILITIES:

- Has the ability to exercise sound judgment, including appropriate handling of confidential matters.
- Has the ability to learn new operations, procedures, processes, and use of equipment.
- Has the ability to organize, set priorities, and work effectively under pressure.
- Has the ability to participate in a team environment and foster team building.
- All other job functions as assigned by the **Director of Technology**

**Exhibit C (Continued)**

## Granby Technology Department
## Information Technology Specialist

TITLE: Information Technology Specialist
REPORTS TO: **Director of Technology**, Direct Supervisor: Technology Operations Manager

QUALIFICATIONS:

1.  Bachelor's Degree preferred.

2.  Minimum three (3) years experience working in an office environment. School or district office experience preferred.

3.  Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations.

4.  Ability to write reports, business correspondence and procedure manuals.

5.  Ability to effectively present information and respond to questions from groups and the general public.

6.  Ability to work mathematical concepts such as probability and statistical inference.

7.  Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

8.  Extensive knowledge and experience with standard computer hardware and software applications.

9.  Ability to use computer for E-mail, word processing, accounting, databases and presentations.

10. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

11. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

12. Resident expert of software applications including; the student information system, data management platform, various reporting tools and academic assessment applications

13. Demonstrated knowledge of Microsoft Windows™, Microsoft Office™ (Word, Excel and Access) required.

14. Excellent organizational skills, attention to detail and willingness to learn.

15. Good, effective communication skills including the ability to maintain confidential information.

**Exhibit C (Continued)**

JOB GOAL:
Successfully manage software applications through the organization primarily the student information system.  Assists in the processing steps necessary for data collection, reporting and dissemination of financial and student information.

PERFORMANCE RESPONSIBILITIES:

1.   Assist and train school staff from remote locations and on site in the processing of data for the student information system and various other software applications.

2.   Maintain and update software to provide a consistent database of student information including enrollment, attendance, transportation and other student related information.

3.   Perform queries to create, display and print student data in a matrix.

4.   Create and save queries and filters for the efficient retrieval of commonly requested student and financial information.

5.   Enter, extract and verify information from the databases to provide reports/information for Granby  Public Schools and the State of Connecticut Department of Education.

6.   Must attend training sessions to update computer skills.

8.   Perform all other functions as required by the immediate supervisor.

TERMS OF EMPLOYMENT:
Twelve-month work year with salary, benefits and working conditions established by the Board of Education.

EVALUATION:
Performance of the job will be evaluated annually by the  **Director of Technology**

**Exhibit C (Continued)**

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**Granby Technology Department**
**Technology Support Specialist**

**40 hours per week**

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REPORTS TO:  **Director of Technology**, Direct Supervisor: Technology Operations Manager

Position: The Technology Support Specialist responds to and will be the first level of support for district staff. Works with and assists in managing all things technology including; building infrastructure, wiring and telecommunication systems, hardware, software, server, desktop, peripheral, and network related systems throughout schools and buildings in Granby. Assists with management and support of the school district's 1 to 1 computing program which utilizes Chromebooks and iPads.

Desired skills/knowledge preferred: outstanding customer service, ability to work collaboratively with various employees, advanced troubleshooting, ability to work through technical problems unsupervised individually or as part of a technical support team.  An ability to learn and keep up to date with relevant business and instructional technologies and train end-users.  A knowledge of wired and wireless networking concepts, computer/information security, desktop imaging technologies, Windows and Microsoft Office, network printing, computer hardware and peripherals, mobile devices.   An ability to learn and understand enterprise level software applications and common internet browsers/ technologies. Should have familiarity with Google products including Gsuite for Education, common multimedia software applications, audio/visual equipment, tools and common open-source software applications. Ability and/or willingness to learn to set up and host hybrid meetings.

Qualifications:  HS diploma or equivalent plus two years of education desired. Professional certification in technology such as A+, Network+ or other technology certifications desired or equivalent experience. A valid driver's license and your own transportation to and from various locations is required. The ability to lift up to 50 lbs. is required. Technology support experience is a plus. May be occasionally required to cover weeknight meetings and events after hours.