POSITION DESCRIPTION

TITLE: Director of Infrastructure and Network Operations
LOCATION: Administrative Service Center (ASC)
REPORTS TO: Chief Innovation Officer
DEPARTMENT: Information Technology Services

SUMMARY STATEMENT:
Reporting to the Chief Innovation Officer, this position is responsible for the effective utilization and management of systems, daily operations, supervising staff, and being mindful of the increasing usefulness required to support an innovative teaching and learning environment.

ESSENTIAL FUNCTIONS:
1. Lead the daily operations of IT, including but not limited to the development and maintenance of all server systems and analysis; data networks and voice (telecommunications) systems (land and cellular), including advanced tuning and performance of systems and network; capacity planning, systems, and network configuration, network design and architecture, implementation, maintenance, and all related cyber security concerns.
2. Lead the management of network administration, systems administration, telecommunication administration, and technical client services administration ensuring team and individual performance levels meet customer needs and SLAs consistently.
3. Set strategic direction and objectives for assigned division and staff; lead staff and team members in identifying processes and opportunities to achieve district and program goals and objectives.
4. Plan and implement cyber security measures to ensure systems have the highest level of data integrity and student data privacy.
5. Coordinate the integration of data, information, and communication systems.
6. Ensure compliance by IT professionals and staff within the IT Department with adopted District and IT values, standards, practices, and plans.
7. Manage outside vendor contracts, and build professional partnerships.
8. Provide management direction and leadership for new systems development and implementation.
9. Participate in and assist with ongoing analysis, development, design, and implementation of new systems and infrastructure including setting standards, architecture and design, and integration of standards.
10. Manage all data as a secure asset, responsible for systems and network security, disaster recovery, and business continuity.
11. Serve as internal project lead/manager for large scale infrastructure projects having organization and EPS communitywide implications.
12. Oversee the assessment and capacity planning to include recommendations for necessary purchases for future system capacity and connectivity; interface with vendors and other agencies to develop and maintain public access systems.
13. Review and analyze District programs and operations; work with District departments to develop technology strategies to address their current and future business needs, leadership, and management.
14. Lead and supervise the network, infrastructure, telecom, and customer support teams.
15. Contribute to the success of the Information Technology Services Department, and assist in improving the overall customer experience; participate and contribute to the overall IT leadership team.
16. Ensure that the District mission and vision, strategy, and business plan (and any updates) are communicated to and understood by all members of the assigned team.
17. Ensure the team's KPI's/SMART goals are established and monitored, actions are taken and evaluated accordingly – delegate as appropriate.
18. Conduct regular reviews of assigned staff, and develop personal development plans following capability processes where appropriate; ensure continual development of the team and individuals occur and that the highest potential is achieved.
19. Review aspects/areas for improvement with own practices/processes and those within the assigned area of responsibility.
20. Ensure communication takes place both upwards and downwards across the assigned area of responsibility.
21. Seek support regarding personnel matters from the appropriate manager and/or HR as needed and as appropriate.
22. Work under the direction of the CIO or COO/CFO to monitor financial management within the assigned team budget, with the support of the Business Office, ensuring purchase orders are placed promptly and Purchase Card(s) are managed according to the policies outlined by the Purchasing/Accounting department.
23. Participate in the development of the Information Technology Department's annual budget and is responsible for the budget and programs associated with Infrastructure Services.
24. Serve as a member of the IT Management Team, and work collaboratively with all other IT staff to ensure comprehensive planning and service delivery using best practice methodology in accordance with IT Department and organizational goals.
25. Ensure acceptable levels of performance in all networked/hosted systems or solutions. Provide consultative services to departments and schools regarding technology services and resources.
26. Develop procedures to measure capacity for networked or wireless devices and hosted applications for current and future state.
27. Coordinate and supervise high-quality technical customer support to all District users. Ensure excellent communication and follow through between the Help Desk, Technicians, and all users.
28. Facilitate and coordinate interaction between staff and other teams.
29. Mentor and coach staff to ensure job expectations are met.
30. Maintain team effectiveness and efficiency by defining, delivering, and supporting policies and procedures. This may include developing policies and procedures and implementing them.
31. Oversee incidents and problems, communicate information with end users as appropriate. Ensure rapid and responsible attention to incidents and problems, and use feedback from end users to continually improve systems.
32. Provide support to, and communicate with, District personnel regarding financial requirements, budget, and other miscellaneous technology services related to devices, software, and/or contracts.
33. Respond to questions from District personnel, auditors, community partners, and vendors regarding technology services policies, procedures, and user expectations.
34. Coordinate vendor information, IT asset/inventory, project information, and purchasing; establish user expectations and set the tone for customer experience and service.
35. Cultivate and model a respectful working and learning environment.
36. Perform other related duties as assigned.

**PHYSICAL DEMANDS REQUIRED:**

- Vision (66-100%)
- Pushing/Pulling (33-66%)
- Writing (66-100%)
- Acceptable Attendance
- Use of hands and/or arms for repetitive motion (66-100%)
- Bending (33-66%)
- Hearing (66-100%)
- Walking (33-66%)
- Lifting/Carrying Up to 50 lbs. (Up to 33%)
- Sitting (33-66%)
- Reaching (33-66%)
- Speaking (66-100%)
- Climbing/Crawling (33-66%)

**MENTAL DEMANDS REQUIRED:**

- Reading Documents (33-66%)
- Multiple Concurrent Tasks (66-100%)
- Constant Interruptions (33-66%)
- Detail Work (66-100%)
- Customer Contact (66-100%)
- Written Communication (33-66%)
- Reasoning (66-100%)
- Verbal Communication (66-100%)
- Problem Solving (66-100%)
- Math (33-66%)

**MINIMUM QUALIFICATIONS:**

1. Any combination equivalent to: Bachelor’s degree (preferred), and ten years of management experience in the areas of computer networking/security, database management, programming systems development, computer server systems deployment, troubleshooting system-wide problems, and experience deploying major integrated systems or enterprise current hardware or software.
2. Ten years of leadership and management experience required.
3. Demonstrated knowledge of ITIL or other ITSM framework and/or completion of a boot camp highly preferred.
4. Demonstrated knowledge with project or program management lifecycle highly preferred.
5. Highly-organized, and demonstrated ability to manage multiple short and long term projects simultaneously.
6. Ability to assign duties, supervise, and evaluate technical staff.
7. Possess a high-degree of technical knowledge and documented operational procedures within a team environment.
8. Knowledge of organizational management, change management, systems analysis, budgeting, and supervision.
9. Ability to assist in troubleshooting technical problems related to computer networking, server operating systems, and online integrated software applications systems.
10. Ability to build an effective organizational structure that has the capacity to provide customer-friendly operational support while executing multiple technical projects.
11. Ability to interface effectively within the education industry on technology management matters.
12. Ability to provide a balance of security and usability so that our systems are protected but not so tight as to make them too difficult to use.
13. Knowledge and experience in managing computer security tools regarding virus protection, malware, content filtering, email spam control systems, and intrusion prevention.
14. Experience in project and program planning required.
15. Assist in the submission of E-Rate materials.
16. Ability to work harmoniously and collaboratively.
17. Maintain integrity of confidential or sensitive information related to students, staff, or District patrons.
18. Serve as point of escalation and resolution to district Technical Services staff in troubleshooting, changes, and enhancements to the following: server and communication systems, including but not limited to: file, print, SQL, web servers, VOIP equipment and accessories, email and messaging systems; desktop systems and mobile devices, including but not limited to: deployment package creation and administration, user applications, applications provided internally or hosted externally, spam, virus, and malware; infrastructure, including but not limited to: LAN and WAN connectivity, firewall, router, switch, wireless, security, and content filtering systems.

260-261 Days Per Year (Includes Holidays)
8 Hrs. Per Day
Salary: $108,000 - $120,000

Date: _______________

District: _______________  Date: ______________

Revised Date: 6/19/2017
Classification: Management/Confidential
Display on Web? Yes