

DOUGLAS COUNTY SCHOOL DISTRICT

Position Title: Network Infrastructure Manager

Reports to: Technology Services Director; Information & Technology Services

POSITION SUMMARY

Manage the central data operations and networking infrastructure; configure and maintain new & existing applications within the defined structure of data center capacity, security, & planned growth.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Q 15% Collaborate with District stakeholders for input toward planning and implementing infrastructure systems that align with BOE Goals & Executive Limitations, as well as business support operations.
- D 15% Direct other network technicians and ITS resources in both daily problems as well as large update and deployment-type projects relating to servers, switches, routers, and leased line connectivity issues.
- D 10% Evaluate requirements and requests for services to determine validity in terms of defined standards, costs, timeframes, connectivity, capacity, and network performance impacts.
- D 15% Directs human resources activities for Technology Services staff: hires/mentors/disciplines/terminates; ensures professional development; conducts evaluations.
- W 10% Monitors and maintains data center equipment as required to meet district and department guidelines for response time, network outages, and systems availability.
- W 10% Provide for the timely setup, configuration and deployment of new servers and associated services both locally and at remote site locations.
- W 10% Directs internal and external security through use of tools for firewall, intrusion detection, forensics, virus control, etc.
- W 5% Identify training and resources required to provide skills necessary to deliver effective and timely data center support as defined by client feedback, system response guidelines, and to meet specific department goals and objectives.
- Q 10% Develop, review, update, and distribute documentation on the structure of the data center relating to technology systems, as well as IP addressing, connectivity diagrams, naming conventions, version control, bandwidth monitoring, and downtime statistics.
- 5% Performs other related duties as assigned or requested.

MINIMUM EDUCATION OR FORMAL TRAINING

Bachelor's Degree in Computer Sciences, Management Information Systems, Electrical Engineering, Mathematics, or equivalent experience and training.

MINIMUM EXPERIENCE

Advanced experience in Network Management and Data Center Operations, specifically:

- ◆ enterprise routing solutions (voice, data, video), as well as development and growth of data center servers and services based on Win2000, Win2003, Linux, and OSX operating systems;
- ◆ installation and maintenance of Veritas Backup, CA UniCenter, CA Forensics, CA Intrusion Detection, CA Asset Management, CA Anti-Virus, VmWare, Dell Open Manage, Apple Remote Desktop, and APC InfraStructure power systems; and
- ◆ Integrated Directory Services, TCP/IP networking, Multi-layer Security, Domain Named Services.

Advanced experience in project management, including budget oversight.

SKILL REQUIREMENTS

Computer Applications

Excellent verbal and written communication skills

Strong organization, analytical, and prioritizing skills

GENERAL EXPECTATIONS

Has a customer-service orientation.

Able to work under high stress conditions, including frequent emergency technology service requests requiring over time commitments.

Able to keep current with evolving technologies applicable to a K-12 school environment.

Able to work cooperatively with administrators and co-workers.

Able to understand and follow complex oral and written instructions.

Able to effectively communicate with the school district community.

Maintain a generally positive attitude.

Observe all District policies and procedures.

LICENSES OR CERTIFICATION

- ◆ Certification in CCNA. Certification in CCNP required within 12 months of hire & CCDA required within 6 months of hire.
- ◆ Valid Colorado Driver's License

ESSENTIAL ENVIRONMENTAL DEMANDS - Mostly clean and comfortable.

ESSENTIAL PHYSICAL REQUIREMENTS

Daily travel throughout 900 sq mi school district, requiring personal vehicle.

Occasional lifting of up to eighty (80) pounds.

Frequent bending, stooping, walking, crawling, standing, kneeling, squatting, reaching, and sitting.

SUPERVISORY DUTIES – Provides direct supervision of nine or more Technology Services staff.

WAGE SCHEDULE – Prof/Tech Range 4

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. This job description is not intended to create any express or implied contract of employment or expectancy of continued employment for any definite term.