



DIRECTOR I, DATA PROCESSING AND NETWORK SERVICES

POSITION DESCRIPTION:

The Director I, Data Processing and Network Services will coordinate and manage work performed within the Riverside County Office of Education's (RCOE) site. The position is responsible for operationally critical Information Technology (IT) services and support being provided county-wide to school districts, community colleges, and RCOE. This is designated as a classified management position and is part of the Management Leadership Team.

FUNCTIONS:

- Maintains complex architected enterprise IT infrastructure, manages daily operations, and performs system engineering activities for the purpose of ensuring efficient and reliable operations (*E*)
- Oversee and lead the development of technical security standards for various technologies such as network architecture, operating systems, databases, directory services, web services, and mobile computing (*E*)
- Design and support an enterprise messaging environment, including Microsoft Exchange, message hygiene, filtering, retention, encryption, legal hold, compliance and mobile device support to assure client's needs are met (*E*)
- Installing, managing, troubleshooting, and tuning open source systems consisting of a variety of Linux & Unix distributions including RedHat, Debian, Ubuntu, SuSE, HP-UX, Solaris, NetBSD, and OpenBSD to ensure continuous systems operations (*E*)
- Manages a variety of web, application, and reverse proxy servers such as Apache, IIS, Tomcat, JBoss, WebSphere, Nginx, Pound, and HAProxy assuring systems are updated and properly functioning (*E*)
- Ability to program in a minimum of one or more interpreted high level languages (Perl, PHP, Python, C#, Linux shell scripts, Visual Basic, etc.) for the purpose of maintenance, automation, and management of systems and applications that are portable enough to be run on both Windows and Unix/Linux platforms
- Assists in the configuration of storage arrays, SANs, understand the Fibre Channel protocol stack, iSCSI initiators, iSCSI targets, multiple levels of RAID, and other storage related technologies to assure adequate data storage
- Manages virtualization infrastructure and products as designed utilizing VMware products, KVM, and RHEV offerings to ensure proper operation of virtual infrastructure (*E*)
- Participates in the incident reporting and incident response processes and procedures to address security incidents, breaches, and reports of violation of policy (*E*)
- Configure resources to detect vulnerabilities to operating systems, applications, databases and the network infrastructure components. Detect, enumerate and classify major vulnerabilities, perform trend analysis and reporting for the Enterprise through the use of vulnerability assessment tools and methodologies (*E*)
- Evaluate the results from intrusion detection devices used for monitoring and reporting of network traffic for analysis of unwanted manipulation to systems, malicious network traffic, network attacks against vulnerable services, data driven attacks on applications, host based attacks or unauthorized access to sensitive data
- Provides direction, training, and dissemination of information to assigned department staff for the purpose of providing staff with clear objectives (*E*)
- Assists database administrators in the operation and maintenance of database servers running MS SQL, Oracle, PostgreSQL, and MySQL to ensure proper operation of database systems
- Maintains enterprise backup systems to support data recovery, business continuity, and disaster recovery utilizing a variety of products, techniques, and devices including or involving HP Data Protector, IBM Tivoli, Ghost Solution Suite, Clonezilla, Acronis, Windows PE, Windows Imaging/Deployment solutions, offsite tape couriering, redundancy, a multitude of concurrent data copies, fault tolerance, secondary-location disaster planning, write-

- once media, tape media, optical media, and SAN/LUN based replication to provide adequate disaster recovery options (E)
- Provide subject matter expertise regarding the planning and design of the organization's Business Continuity Plan and Disaster Recovery Plan (E)
 - Maintains server, system, network, and application monitoring and notification systems through a variety of methods including third party products, in-house/self-developed solutions, instrumentation, and utilities to provide centralized and efficient operation
 - Coordinates with other divisions for project planning, implementation and delivery (E)
 - Establishes project management protocols (E)
 - Supervises and coordinates all project work (E)
 - Creates and maintains records in organizing projects
 - Works with managers in setting priorities and goals for the department (E)
 - Provides leadership to accomplish overall vision as it articulates to the RCOE mission
 - Knowledge of and ability to implement change processes for systemic and technological advancements (E)
 - Works with stakeholders in addressing technology needs of the organization (E)
 - Communicates and reports project schedules; plan, milestones, and tracks project tasks (E)
 - Monitors and evaluates efficiency and effectiveness of service delivery methods and procedures (E)
 - Evaluates, and supervises the performance subordinate staff and assists in evaluation and supervision of Information Technology Services staff including professional, technical, and support staff as assigned (E)
 - Provides leadership, expertise, administrative guidance and support to central office and site administration, support personnel, and a variety of district and educational community members (E)
 - Reviews, renews, and facilitates use of all annual service agreements, maintenance contracts, memorandums of understanding, or any other form of contractual written commitments that are either being provided to, provided from, or utilized by the RCOE IT department to ensure efficient daily operations (E)
 - Performs job assignment safely for the purpose of protecting people and property (E)
 - Performs other related duties as assigned

(E) = Essential Function

KNOWLEDGE of programming or scripting in a minimum of one or more interpreted high level languages; networking topologies, protocols, communications, routing, and switching; DNS (both BIND & MS DNS), DHCP, VPN and firewall services; security best practices from the Data Center down to the desktop level through general host-based security methods such as two-factor authentication, PKI, access lists, NAC, split-DNS, integrity checking, intrusion detection, and transport layer security mechanisms over wired and wireless mediums; reverse proxy servers such as Apache, IIS, Tomcat, JBoss, WebSphere, Nginx, Pound, and HAProxy; systems and services clusterware products such as Redhat Cluster Suite, HP Serviceguard, Oracle Clusterware, Microsoft Clustering, Veritas Storage Foundation or Veritas Cluster File System; Microsoft operating systems, Microsoft Exchange, Active Directory & Domain architecture, NTFS permissions, Microsoft DNS, Windows security best practices, Windows update services, Microsoft Certificate Services, Microsoft clustering, IIS, Microsoft clustered file services, and Microsoft clustered print services, and experience using and writing PowerShell; enterprise backup systems; storage arrays; virtualization infrastructure and products; principles of administration and business management; and effective supervisory methods.

SKILLS are required to perform multiple highly complex technical tasks with a need to upgrade skills in order to meet changing job conditions.

ABILITY to maintain complex architected enterprise IT infrastructure and perform system engineering activities; analyze fiscal data and form sound conclusions and recommendations; communicate effectively both orally and in writing; establish and maintain cooperative and professional working relationships with staff, the public, and other agency personnel; communicate clearly, effectively, and comprehensively regarding assigned projects, progress, work completed, service outages, and in emergency situations; effectively train, supervise and evaluate staff; work independently; provide advisory services to school districts IT departments; problem solve and analyze issues, create

plans of action and reach solutions; read technical information; compose a variety of documents and/or facilitate group discussions; works collaboratively on sensitive or critical projects and tasks exhibiting complexity or operational risk, respond to emergency situations on an on-call-basis; perform overtime as needed and perform job safely.

WORKING ENVIRONMENT:

The usual and customary methods of performing the job's functions requires the following physical demands: lifting, carrying, pushing and/or pulling up to 50 pounds; some climbing and balancing; some stooping, kneeling, crouching and/or crawling; significant reaching, handling, fingering and/or feeling. Employ the use of equipment to handle weights of up to 600 pounds with care. The job is performed under minimal temperature variations working mostly indoors, a generally hazard free environment, and in a clean atmosphere. Regular travel will be required. Under most circumstances any after-hours work will be performed in a secure restricted area.

MINIMUM QUALIFICATIONS

EXPERIENCE:

Ten years of full-time experience in the field of information technology required. Five years of stated experience must consist of supervising the work of a minimum of five people as well as financial or budgetary responsibility.

EDUCATION:

Bachelor's degree in Computer Science, Information Science, or Engineering from an accredited college or university. Experience beyond the minimum requirement may be substituted year-for-year for the minimum educational requirement.

CERTIFICATES/CREDENTIALS/LICENSES:

- Valid California driver's license required
- Any combination of certification from Microsoft, Cisco, CompTIA, RedHat, (ISC)², or VMware is strongly desired
- Cellular/mobile device for voice communication with employer

PREEMPLOYMENT REQUIREMENTS:

- Fingerprint clearance
- TB clearance
- Some offers of employment are contingent upon successful passing of a physical examination including documentation, immunizations, and/or exemption as required.

SALARY SCHEDULE: 302

Range: Bachelor's degree – 32
Master's degree – 33
Doctorate – 33 (plus annual \$1,200 stipend)