Baldwin Park Unified School District
Job Description

Information Technology (IT) Infrastructure Systems Manager

DEFINITION

Under administrative direction plans, organizes, supervises, and evaluates the acquisition and application of technology to assist the director in coordinating the development and implementation of the District's IT related projects and systems management.

DISTINGUISHED CHARACTERISTICS

This classification is distinguished from other technology classes in that it assists the Director of Educational Technology and Support by managing the IT unit that utilizes technology infrastructure as a service to customers. This class is distinguished from other management classification in that it requires specialized subject matter expertise in technology infrastructure hardware and software components and how to leverage technology to provide and expand upon necessary and value-added services.

SUPERVISION RECEIVED AND EXCERCISED

Administration supervision is provided by the Director of Educational Technology and Support. Responsibilities include supervision of IT infrastructure staff and assist in the supervision of service level technical staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

   A. Commits to honoring BPUSD's Mission, Vision, Core Values, Commitments, and Indicators of Student Success.

   B. Responsible for the technical design, planning, implementation, and the highest level of performance tuning and recovery procedures for mission critical enterprise systems.

   C. Serves as a technical expert in the area of system administration for complex operating systems.

   D. Recommends the redesign and configuration of operating systems and system applications.

E. Investigates and analyzes feasibility of system requirements and develops system specifications. Identifies methods, solutions, and provides project leadership and management in order to provide a high level of service to the customers of the department.

F. Plans, organizes, directs and coordinates the activities of communication and low voltage information technology (IT) infrastructure installation projects, scheduling, cost control, contract administration, and quality control.

G. Assists the director in administering the departments IT programs, policies, staff, budget, and resources including hardware, software, operating systems, licenses, and services for the District's servers, microcomputers, mobile devices, Internet access, WAN, LAN, WLANs, communication systems and student information systems.

H. Conducts studies and projects long-range data, equipment and infrastructure needs.

I. Establishes and coordinates plans for accomplishing these goals and objectives relative to the District's long-range technology goals.

J. Schedules and assigns the work-flow of the IT staff; designs and monitors IT department personnel areas of responsibility and coordinates changes in job priorities.

K. Performs research and development tasks with regard to expanding the department's service to the District, and school sites.

L. Establishes policies and procedures for the protection of hardware, software, and data; sets standards for the systematic review and selection of technology hardware and software.

M. Manages, coordinates and ensures compliance requirements outlined by funding sources such as E-Rate, bond, stimulus, categorical, and other funding sources.

N. Coordinates Bond, State, and Federally funded technology low-voltage, or telecommunications system installations and ensures conformance with funding requirements.

O. Participates in the selection, training and placement of technical personnel and evaluates job performance of assigned personnel; supervises operational staff.

P. Performs related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of:
- Principles of project management.
- Principles and techniques of computer applications development and data security.
- Technical and administrative principles and practices essential to school information systems, network hardware, software, infrastructure, security, communication systems, WAN technology, wireless technology, instructional technology, cloud-based services, mobility, social networks, web design and Internet services.
- Data warehouse and integration services for central data repositories.
- Principles and techniques of system performance tuning and disaster recovery for the Data Center.
- New and emerging developments in the field of computer aided software engineering, web development, electronic data interchange and cloud based solutions.
- Network monitoring software and network security protocols.
- Student privacy and protection laws related to technology.
- Supervision techniques, including employee training programs.
- Local, state and federal laws, rules, regulations and guidelines related to K-12 education.
- E-Rate and other funding systems for public and school funding.
- Current knowledge of educational and industry research especially as it relates to systemic change, instructional technology, computer networks and information services.

Ability to:
- Read and interpret documents such as safety rules, operating, maintenance instructions, and procedure manuals.
- Create routine reports, memorandum and policy narratives; strong writing skills.
- Speak effectively before groups of employees or outside organizations; exceptional oral communication skills.
- Analyze information systems and make appropriate recommendations for change.
- Communicate effectively with the Educational Technology and Support staff, users, and other District personnel.
- Plan and coordinate enterprise information technology projects.
- Evaluate and develop effective processing operations procedures.
- Understand and carry out oral and written instructions.
- Work collaboratively with other staff.

- Make use of project management applications to manage project tasks, resources and timelines.
- Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.

QUALIFICATION REQUIREMENTS

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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE

Education:

Completion of a Bachelor's degree (B.A. or B.S.) with a major in information management, computer science, educational technology, business administration or related field from an accredited four-year college or university.

Experience:

- Three (3) years of experience in K-12 technology including computer information systems, network, and electronic data processing, performing a variety of operations, including computer operations, programming and systems.
- Responsible for developing policies, procedures, budgets, specifications, planning program goals, and providing leadership and technical expertise to both technical and non-technical clients.
- Experience with network design, including knowledge of industry cabling standards, testing, troubleshooting and maintenance.
- Experience with networking hardware such as switches, routers, NICs and network protocols.
- Experience with a variety of software applications including word processing, database, spreadsheet, desktop publishing, grade management, presentation software and Internet applications.
- Additional technical experience desired including supervisory and management level capacity.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to walk, sit, use hands, reach with hands and arms, talk and hear. The employee is frequently required to stand. The employee is occasionally required to stoop, kneel, crouch, or crawl.

The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works outside of the office and visits school sites. The noise level in the work environment is moderate.

REQUIRED LICENSES AND/OR CERTIFICATES
Possession of a valid and appropriate California Driver's License, the availability of private transportation or the ability to provide transportation between job sites is required.

EMPLOYMENT STATUS
Classified Management - Administrative/Supervisory unit position, exempt from bargaining units. Exempt from FLSA.