

JOB DESCRIPTION
San Diego County Office of Education

Senior Director, Technology Infrastructure & Operations

Purpose Statement

The job of Senior Director, Technology Infrastructure & Operations is done for the purpose/s of managing and providing voice and data network design, maintenance and operations support to the County Office; performing network analysis and planning, determining equipment requirements, and install and implement procedures; and supervising and evaluating the performance of assigned staff in the computer data center operations unit, network unit and computer support center unit, and technology architecture unit.

Essential Functions

- Administers systems and servers related to district LAN and WAN (e.g. email systems, accounts, print queue, workstation ID, IP assignments, computer labs, classroom computers, VOIP, security, antivirus, spyware, etc.) for the purpose of ensuring availability of services to authorized users.
- Attends and represents the County at a variety of meetings (e.g. intra and inter committees, professional organizations, workshops, seminars, ERP committee, etc.) for the purpose of conveying and/or gathering information required to perform job functions.
- Conducts problem analysis of information security systems as needed for the purpose of ensuring proper security implementation of network systems, operating system and application, and cyber assurance updates.
- Leads a variety of planning and development activities, including district wide committees for the purpose of creating short and long range plans for programming support to districts.
- Manages and provides video over IP, voice and data network design, maintenance and operations support to the County Office (e.g. migration to new systems; scheduling installations, product research, etc.) for the purpose of ensuring efficiency of voice, data and program sharing over local and wide area networks.
- Oversees day-to-day technical operations (e.g. Office 365 infrastructure routing and security, internet connectivity, cloud services, virtual servers, etc.) for the purpose of providing technical support and advice to staff and aligning operations within the division in the accepted practices of ITIL-based service managements.
- Performs network analysis, design and planning for the purpose of determining equipment requirements, recommending network hardware and software, and installation/implementation procedures to increase their efficiency and value.
- Plans, architects, and maintains network operations (e.g. servers, file, print, application, WEB, database, proxy, phone data lines, VOIP systems, telephony systems, etc.) for the purpose of ensuring efficient operations.
- Prepares and presents networking equipment proposals including instructional capabilities, platform, operating system, topology and workstation alternatives for the purpose of meeting internal client requirements.
- Provides a variety of services (e.g. Help Desk services, internet connectivity, data carriers, domain name servers, firewalls, etc.) for the purpose of ensuring delivery of services to the county office districts and charter programs who contract for services.

- Researches trends, products, equipment, tests, etc. for the purpose of recommending procedures and/or purchases.
- Trains supervises and evaluates the performance of assigned staff in the Computer Support Center, data operations, networking and technology architecture units for the purpose of enhancing efficiency productivity of personnel and ensuring project objectives are achieved.
- Troubleshoots malfunctions of network hardware and/or software applications within the District's local and wide area networks, telephones and security systems for the purpose of resolving operational issues and restoring services.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: utilizing pertinent network, application, operating system monitoring and troubleshooting software; adhering to safety practices; planning and managing projects; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform algebra and/or geometry; review and interpret highly technical information, write technical materials, and/or speak persuasively to implement desired actions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current, legacy and emerging operating systems; environments and network protocols; router configurations; Inter/Intranet applications; data security, project management, processes and methodology; network hardware and software; supervising staff and groups; and Internetwork Operating Systems (IOS).

ABILITY is required to schedule activities, meetings, and/or events; often gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a significant diversity of individuals and/or groups; work with a variety of data; and utilize a variety of types of job-related equipment. Independent problem solving is required to analyze issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: setting priorities; establishing effective relationships; being attentive to detail; communicating with diverse groups; conveying technical information to non-technical audiences; and working nonstandard hours; available on-call; working extended hours.

Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods; directing other persons within a department, large work unit, and/or across several small work units; directing the use of budgeted funds within a work unit. Utilization of significant resources from other work units is sometimes required to perform the job's functions. There is a continual opportunity to impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 75% sitting, 15% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Experience Job related experience within a specialized field with increasing levels of responsibility is required.

Education Bachelors degree in job-related area.

Equivalency Any combination equivalent to a bachelor's degree in computer science or related field, and three(3) years of professional - level experience with voice, video and data network hardware and software and related operating systems. Two (2) years of supervisory experience in a technical field is required as well as experience providing client support for network and system problem identification and resolution. Formal training in local area networks, relevant computer systems and Internet working equipment is highly desirable.

Required Testing

Certificates

Driver's License & Evidence of Insurability

Continuing Educ./Training

Clearances

Criminal Justice Fingerprint/Background Clearance

Tuberculosis Clearance

FLSA State: Exempt

Salary Range: Classified Management, Grade 53

Personnel Commission Approved: October 19, 2016