

MONTEREY COUNTY OFFICE OF EDUCATION

SENIOR DIRECTOR OF INFRASTRUCTURE SERVICES TECHNOLOGY INFORMATION SERVICES

CLASSIFICATION: Classified Management
SALARY LEVEL: 81
WORK YEAR: 227

DEFINITION:

Under the direction of the Chief Technology and Operations Officer the Senior Director of Infrastructure Services is responsible for the integrity, security, reliability, and availability of all core Monterey County Office of Education (MCOE) data systems and all internal and external network and communication systems. This position will lead and manage all activities of the Infrastructure Services Department, including responsibility for strategic planning and operational support of all voice, data and networking infrastructure, the data center, all physical and virtual servers, storage and backup systems, wireless networks, and systems management instrumentation at all MCOE locations and disaster recovery sites. This position provides management of day-to-day hardware and software maintenance and support operations; assistance with the development and implementation of IT Governance and quality improvement efforts; technical direction, guidance, and support to assigned staff and to those indirectly supporting these activities.

SUPERVISOR:

Chief Technology and Operations Officer

POSITION(S) SUPERVISED:

Classified management and classified staff assigned

QUALIFICATION REQUIREMENTS:

To perform a job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in the job description are representative (not an exhaustive list) of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MAJOR DUTIES AND RESPONSIBILITIES: The following is a list of duties that is representative of the position that includes but is not limited to:

- Oversees the operations of the Infrastructure Services Department in support of the overall mission of TIS, including the supervision, training, and evaluation of the Technology Support Specialist III/IV and Network Administrator positions
- Directs the planning, acquisition, implementation, integration, and support of voice and data network hardware and software including routine maintenance
- Directs policy development, and hands-on support for network security related to configuration of threat detection, TCP normalization, IP Spoofing TCP Intercept, etc.; network access such as identity and access management, mitigation of non-zero day attacks, and policy enforcement; monitoring, control, evaluation and testing of systems; and, maintaining appropriate documentation
- Directs performance tuning and capacity planning activities using analysis of statistics on system

and network utilization and availability to enhance the performance of the network resources and data center

- Directs the performance of routine backups and archival of files stored on the network to assist in recovery efforts
- Directs the research and evaluation of various hardware, software and service resources to identify strengths, weaknesses, and potential benefits fit for MCOE, and develops the specifications needed to for effective evaluation of available options for network infrastructure, equipment, software, and hardware
- Directs project management activities for infrastructure related projects, including the coordination of vendors, clients, management, and technology staff, as well as participation in construction planning, and the supervision of technology related areas of new construction and renovation projects
- Plans and delivers a high level of remote and on-site support, ensuring performance by analyzing user support statistics and other data and implementing appropriate measures for continual improvement
- Leads infrastructure architecture, design and capacity planning, ensuring that MCOE infrastructure is capable of supporting business needs now and in the future
- Manages infrastructure related professional services provided to districts within the county, also providing leadership and guidance to districts on infrastructure matters
- Ensures the development, management, and maintenance of system, network and process documentation including schematics and user guides, as well as department policies and procedures
- Develops and maintains department budget, exercising initiative in developing resources to meet division objectives and providing budgeting input to senior management
- Negotiates technology procurements and contracts relating to Infrastructure Services including the development of Requests for Proposal's (RFP's), assists in vendor selection, and manages vendors and contractors in the implementation of technology projects
- Coordinates all E-Rate filing activities on behalf of MCOE and provides E-Rate assistance to districts
- Leads the Change Management efforts for TIS and is responsible for the development and enforcement of policy and procedure
- Establishes general schedules and priorities for system, programming, standards, communications, and other support projects
- Serves as stand-in for Assistant Superintendent of Technology and Information Services when necessary
- Maintains awareness of and ensures compliance with relevant State and Federal laws and regulations, Monterey County Office of Education Board Policies, Superintendent Policies and Administrative regulations

OTHER DUTIES:

Performs other job-related duties as required

PHYSICAL AND MENTAL CHARACTERISTICS:

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use the telephone and business machines; vision sufficient to read printed materials; hearing sufficient to conduct in person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard in normal conversational distance, on the telephone and addressing groups; physical agility to push/pull, squat, twist, turn, bend,

stoop and to reach overhead; physical mobility sufficient to move about the work environment (office, district, school site-to-site), drive an automobile, and respond to emergency situations; physical strength sufficient to lift 40 pounds; physical stamina sufficient to sit for prolonged periods of time; mental acuity to collect and interpret data, evaluate, reason and define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

REQUIRED QUALIFICATIONS:

Education and Experience:

- Any combination of education competencies equivalent to a Bachelor's degree from an accredited institution in computer science, information engineering or other related discipline, supplemented by training and/or coursework in computer and network operations
- Minimum of ten (10) years of work experience in a relevant field
- Minimum of five (5) years of experience in management of a network service environment and telecommunications

Knowledge of:

- Data communication protocols, access methods, and architectures
- LAN, WAN, and data communication operations analysis and design
- Various types of computer hardware and peripheral equipment
- All OSI Levels of networking technology, from physical infrastructure components to application level communications
- Network data communications and computer system diagnostic aids and tools and the ability to isolate and resolve hardware and software problems
- Operating systems such as Cisco IOS, UNIX/Linux, Macintosh OS, and Windows OS
- Network security best practices, including perimeter and intruder protection, access and authentication, data integrity, business recovery, operating environment requirements, and physical security
- Main Distribution Frame (MDF) and Intermediate Distribution Frame (IDF)
- Server and client virtualization
- Project planning, implementation, and management
- Agile project methodologies including Scrum and Kanban.
- Problem analysis, troubleshooting and repair skills
- Network monitoring operations including familiarity with various tools and techniques
- Directory services such as those used in Microsoft Active Domain.
- Design and administration of email communication utilizing MS Exchange
- Voice over IP technology
- Mobile technology and network management
- Wireless network design, architecture and operations
- Financial and statistical recordkeeping
- Information Technology Infrastructure Library (ITIL) v3, COBIT v4.1, and Six Sigma for quality improvement

Skills and Abilities:

- Resolve advanced issues regarding the Installation, troubleshooting and maintenance of computers, printers and other peripheral devices

- Design, install, configure and troubleshoot network and server-based application software
- Serve as senior lead in the research and design of server-based solutions including Terminal Services, web-based application services, and other emerging technologies
- Establish and maintain effective relationships with those contacted in the course of work
- Work closely with executive management in long-term plans and strategies
- Prioritize and schedule department work to meet schedules and timelines
- Provide leadership and support to technology support staff
- Lead quality assurance activities for all network operations
- Provide evaluation and recommendation for networked applications
- Instruct others in the use and care of network technology and software
- Communicate in English, clearly and concisely, both orally and in writing
- Demonstrate good interpersonal skills to work with students, teachers, administrators, supervisors, co-workers and vendors
- Learn new skills to keep current with technology changes
- Implement IT Governance best practices
- Interpret and explain policies and procedures
- Perform research, compile data, and prepare recommendations
- Independently compose correspondence, reports, and articles describing complex procedures or issues
- Prepare and deliver effective oral presentations
- Represent the department at meetings
- Prepare and manage departmental budget

Desirable Qualifications:

- Master's degree in a relevant field
- MCP/MCSE, CCNA, CCNP, and other technical certifications preferred but not required
- Experience with school system application software
- Bilingual/Biliterate in Spanish

Licenses and Certification:

- California Driver's License with evidence of insurability