Executive Director, Technology Infrastructure and Operations

Purpose Statement

The Executive Director, Technology Infrastructure and Operations provides leadership and direction to the Data Center and Cloud Computing, Network and Infrastructure, and Cybersecurity units; oversees and directs the operations of SDCOE on-premises and cloud-based technology infrastructure including networks, end-user computing and telephony, servers and storage, virtualization, and cybersecurity services; executes services implementation and technology improvement projects in accordance with the ITS strategy; and creates a culture of security through robust communication, governance, collaboration, technology and partnership with vendors and external agencies.

Diversity Statement:

Because each person is born with inherent worth and dignity, and because equitable access and opportunity are essential to a just, educated society, SDCOE employee commitments include being respectful of differences and diverse perspectives, and being accountable for one's actions and the resulting impact.

Representative Duties:

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.

Essential Functions:

- Collaborates with the CIO and SDCOE department directors to plan, strategize, and ensure key initiatives are developed and completed.
- Oversees and ensures effective management of cloud service offerings and service providers.
- Manages the associated spending and implements solutions to reduce operational costs to create budgets for innovative solutions, including preparing budget estimates and recommendations for staffing, as well as procurement of services, training, and necessary technologies.
- Oversees research and evaluation of current technology trends and industry practices to ascertain the feasibility of technology usage and practices in the SDCOE environment.
- Negotiates and manages contracts with key service providers to ensure service levels are met.
- Drives automation in operational tasks to improve efficiency and traceability of activities.

- Manages IT Infrastructure projects, plans, and budgets to ensure alignment with the organization's strategic direction and initiatives to foster a high performing work environment, and to mitigate risks.
- Attends and represents SDCOE at a variety of meetings (e.g., intra and inter committees, professional organizations, workshops, seminars, etc.) to convey and/or gather information required to perform job functions.
- Leads a variety of planning and development activities, including countywide committees, to create short- and long-range plans for services to local LEAs.
- Performs network analysis, design, and planning to determine equipment requirements, recommend network hardware and software, and installation/implementation procedures to increase their efficiency and value.
- Researches and implements best practices for infrastructure services, including proven infrastructure methodologies, service management processes, and operational support.
- Oversees the cybersecurity department's ongoing implementation and maintenance of the Center for Internet Security (CIS) Controls and associated safeguards.
- Prepares written materials (e.g., procedures, system-level documentation, reports, memos, letters, etc.) to document activities, provide written reference materials, and/or convey information.
- Monitors ServiceNow ticket trends, incident management and resolution, and quality control, and communicates ticket status across all programs.
- Provides leadership in Business Continuity and Disaster Recovery planning.
- Oversees and manages the USAC Schools and Libraries (E-rate) program for relevant SDCOE services and equipment.
- Performs personnel administrative functions (e.g. interviewing, hiring, training, supervising, evaluating, providing professional development, etc.) to maintain adequate staffing, enhance personnel productivity, and achieve assigned objectives within budget.

Other Functions

- Performs other related duties as assigned to ensure the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications:

Knowledge and Abilities

KNOWLEDGE OF:
Strategies to 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;
Internetwork Operating Systems (IOS).

ABILITY TO:

Use pertinent network, application, and operating system monitoring and troubleshooting software;
Adhere to safety practices;
Prepare and maintain accurate records;
Schedule activities, meetings, and/or events;
Plan and manage projects;
Exercise flexibility to independently work with others in a wide variety of circumstances;
Operate equipment using a variety of processes;
Work with a significant diversity of individuals and/or groups;
Work with a variety of data;
Independently problem solve to analyze issues and create action plans;
Problem solve with data requiring independent interpretation of guidelines;
Regularly problem solve with equipment;
Set priorities;
Establish effective relationships;
Communicate with diverse groups;
Convey technical information to non-technical audiences;
Work non-standard hours as needed, including extended hours and on-call scheduling as needed.

Working Environment:
ENVIRONMENT:
Duties are typically performed in an office setting.
May be designated in an alternate work setting using computer-based equipment to perform duties.

PHYSICAL ABILITIES:
Must be able to hear and speak to exchange information; see to perform assigned duties; sit or stand for extended periods of time; possess dexterity of hands and fingers to operate computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files; lift light objects. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Education and Experience:
Education   A Bachelor's degree in computer science, information technology, or related field.

Experience   Five (5) 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, including experience providing client support for network and system problem identification and resolution. Formal training in local area networks, relevant computer systems, and networking equipment is highly desirable.

Equivalency: A combination of education and experience equivalent to a Bachelor's degree in computer science, information technology, or related field and five (5) 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 including experience providing client support for

network and system problem identification and resolution. Formal training in local area networks, relevant computer systems and networking equipment is highly desirable.

Required Testing	Certificates, Licenses, Credentials
N/A	The following certifications/accreditations are preferred: CISSP, CISM, CISA, GIAC, or other security and networking certificates.
	Valid California Driver's License

Continuing Educ./Training	Clearances
N/A	Criminal Justice Fingerprint/Background Clearance
	Physical Exam including drug screen
	Tuberculosis Clearance

FLSA Status: Exempt

Salary Grade   Classified Management, Grade 056

Personnel Commission Approved: <u>June 15, 2022</u>

Revised: N/A