Job Title:	**Manager of Field Operations**	Job Code:	**090528**
Job Family:	**Non-Certified**	FLSA Status:	**Exempt**
Pay Program:	**Administrative**	Pay Range:	**L11**
Work Year:	**12 months**		

SUMMARY: Performs basic desktop, printer, and network installation, configuration, and troubleshooting at designated sites. Performs basic server setup, installation, and configuration. Utilizes network server administrative tools to accomplish system tasks. Trains and directs the work of the Field Operations team to ensure projects are completed successfully and customer needs are met.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *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.*

Job Tasks Descriptions	Frequency	% of Time
1. Manage the planning, installation and integration of the District networks for all user devices including desktop, laptop, audio-visual, and mobile devices. Directly audit switches and network equipment using district management consoles as well as oversee the processes by which the team jointly monitors these systems for performance, tuning, and appropriateness of configuration. Provide back-up support to analyze, diagnose, and maintain district computing systems in assigned geographic areas.	W	20%
2. Supervises the Field Operations team to ensure that projects meet success criteria and exceed service level agreements or customer expectations. Coordinates projects and operational responsibilities of the team to balance load and manage demand to maximize operational quality of service and the rate of innovation.	D	10%
3. Report analysis and strategic planning to the Director of Field Engineering to ensure that the performance of individuals and teams is the level necessary to assure success on projects and initiatives. Coordinate with all members of Information Technology (IT) leadership to ensure that internal and external service level agreements and project progress are on track.	W	10%
4. Evaluate, facilitate, and provide training for Field Operations. Personally maintain the professional technical ability to evaluate and direct the quality of configuration and service provided by Field Engineering. Responsible for performance evaluation and growth plans of the Field Operations team. Responsible for College Aide employee initial training and placement in the Field to help assist the Field Operations team.	D/W	10%
5. Manages the planned test processes to maximize network and device fleet quality of service. Provide a change management process and log configurations to ensure accountability and facilitation of forensics and root cause analysis of network incidents.	D	10%
6. Coordinates with District Leadership and Project Managers to prioritize project deadlines in relation to departmental resources and operational load. Manage expectations and appropriateness of messaging to facilitate strong collaborative relationships and realistic perspectives. Owns all aspects of communication between IT Field Operations team and other IT Teams and helps to develop and implement communication plans in support of various projects and initiatives.	D	10%
7. Works with IT Service Desk to ensure Ticket Prioritization and Escalation Process are implemented.	D	10%
8. Ensure security best practices, incident response, evidence handling, and protection of data privacy in regards to field engineering under the direction of the District's Principal Systems Architect and Security Lead. Facilitate security awareness, best practice, and education in support of the Field Operations team, end-users, and active district vendors.	D	10%
9. Maintain a research regimen of emerging technologies, practices, and policies that might advance the capabilities, service qualities and security posture of the District	W	5%
10. Perform other job duties as assigned.	Ongoing	5%
TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:
- Bachelor's Degree in Computer Science, Business, or related major.
- Advanced degrees such as MBA or (2) additional years of experience preferred
- Minimum of (6) six years of progressively advancing systems administration and/or technical supervisory experience.
- Experience with systems lifecycle management

LICENSES, REGISTRATIONS or CERTIFICATIONS:
- Criminal background check required for hire.
- Prefer related technical and security certifications from vendors or standards groups. For example, Microsoft, Cisco, or International Information System Security Certification Consortium (ISC[2)].

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:
- Ability to engage the department's technical responsibilities at the senior-level.
- Ability to manage technical teams in a high-performing, rapid-paced team environment and contribute cultural momentum that fosters agility, strong technical discourse, positive work environment, and meaningful accountability.
- Critical thinking and problem solving skills.
- Ability to interpret and convey technical information to a non-technical audience.
- Ability to manage multiple priorities.
- Ability to promote and follow Board of Education policies, District policies, building and department procedures.
- Ability to engage in effective communication, collaboration, and teamwork with individuals from diverse backgrounds, cultures, and perspectives, while demonstrating respect and appreciation for their differences.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cybersecurity with respect to student and staff data, and related information systems.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:
- Operating knowledge of network test and diagnostic equipment.
- Knowledge of Microsoft Office Suite, productivity, and educational software.
- Knowledge of and ability to add/change users and home directories and to add/change network printers.
- Ability to perform remote access and maintenance of servers.
- Knowledge of and ability to manipulate LAN switches and Ethernet infrastructure.
- Knowledge and basic management of login scripts.
- Strong knowledge of and ability to install and configure a Mac OSX, configure and troubleshoot Microsoft Windows Server.
- Server-class machines (Intel, HP, Dell), Network Attached Storage devices, Other Operating Systems (Unix, Linux, MS-Server) and various network appliances.
- Advanced operating knowledge of and experience with personal computers and peripherals.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Director, IT Customer Service	090538

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:			
	Systems Administrator, Entry	1	090515
	IT Building Technician	8	1479
	Student Aides	Varies	030811
	College Aides	Varies	
	School Start Contractors	Varies	

BUDGET AND/OR RESOURCE RESPONSIBILITY:
- none

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below 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.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands and fingers to handle and/or feel				X
Reach with hands and arms		X		
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk			X	
Hear			X	
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds			X	
Up to 50 pounds	X			
51 to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze			X	
Communicate			X	
Copy		X		
Coordinate		X		
Instruct		X		
Compute			X	
Synthesize		X		
Evaluate			X	
Interpersonal Skills			X	
Compile			X	
Negotiate	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	