

# BRIGHTON SCHOOL DISTRICT EXEMPT JOB DESCRIPTION

**Job Title:** IT Infrastructure Manager  
**Date Prepared or Last Modified:** December 2020  
**Work Year:** 12 Months  
**Department:** TRACE  
**Reports To:** Chief Information Officer

**SUMMARY:** Manage the Infrastructure team. Responsible for operations and maintenance of key IT infrastructure including areas such as virtualization, storage, digital data communications, application server support, core/WAN/edge networks, and systems integration. Continually improve technology architecture, system resilience and capacity, while meeting service level expectations. Maintain intradepartmental and interdepartmental relationships and provide critical communication to key leaders and stakeholders relative to IT infrastructure. Serve as the primary point of accountability for, and escalation of infrastructure, including infrastructure-related service requests from teams across IT such as, student data services, and service desk, as well as customers and stakeholders outside of IT.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** include the following, other duties may be assigned.

- D 20% Manage the Infrastructure team to ensure that service levels exceed targets, projects meet operational success criteria, and customer expectations are met, particularly in relation to the performance of the core network, systems virtualization, WAN infrastructure, access network architecture, ISP, server systems, cloud services connections, SAN.
- M 15% Provide strategic planning support to the helpdesk manager, student data manager, and CIO. Provide active and engaged leadership in the IT infrastructure space with respect to architecture, operations, project work. Develop communications strategies around projects, issues, and district priorities under guidance from IT leadership and in concert with District Communications.
- W 20% Mediate, facilitate, coordinate and evaluate the professional relationships of subordinates. Prepare and perform employee evaluations, establish and maintain professional behavior, and encourage and empower employees with the tools for professional growth.
- W 10% Maintain external district and professional relationships with vendors, other governmental entities, law enforcement, and professional organizations to ensure that the district is well informed in decision making, aware of emerging options and issues, and enabled by strong relationships.
- D 5% Collaboratively develop, document and enforce IT processes in conjunction with the CIO, Managers, Directors, subject matter experts, suppliers and customers of IT.
- M 15% Oversee, research, design, and coordinate development of strategic solutions and multi-year roadmaps to address business and educational needs. Evaluate and specify systems and technologies. Develop processes and procedures for efficient utilization, security, compliance and operation of technology systems, Disaster Recovery/Business Continuity processes and all other IT support services provided.
- W 10% Provide direction and management of testing and evaluation of information technology services, products and/or tools, including network voice and data equipment.
- Ongoing 5% Perform other duties as assigned.

*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 TRAINING:** Bachelor's degree in computer science, computer information systems, engineering or related field.

**EXPERIENCE:** Minimum of 5 years, recent experience in senior level management in IT enterprise operations, customer support, project management, and team leadership, ideally within a multiplatform virtualized server environment with diverse application integrations and related infrastructure.

[Type here]

**SKILLS, KNOWLEDGE, & EQUIPMENT:** Knowledge of a language, basic mathematics, basic writing, basic microcomputer skills, advanced microcomputer skills, computer software skills, information technology, scheduling and time management.

**CERTIFICATES, LICENSES, & REGISTRATIONS:** Colorado driver's license required. Various network certifications, Cisco, ISC2, ITIL, PMP, CISSP preferred but not required.

**SUPERVISION/TECHNICAL RESPONSIBILITY:** This job has spends up to 75% of the time supervising up to 8 individuals. This position will serve as technical resource t users in the areas of day to day computer usage and district applications.

**JUDGMENT AND DECISION MAKING:** A typical decision in this position would be reviewing all requests make by users and setting priorities on which to resolve first based on impact. Decision making requires collaboration with CIO, Help Desk Manager and Student Information Systems Manager. Supervisor is involved in major decisions only.

**DIVERSITY OF DUTIES:** This is a technical job, no additional information is needed.

**SAFETY TO SELF AND OTHERS:** Mild exposure to self for repetitive motion or stress due to keyboarding.

*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 DEMANDS:** While performing the duties of this job, the employee is regularly required sit; stand, walk and reach with hands and arms. The employee frequently is required to use hands to finger, handle, or feel; talk or hear. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl; and taste or smell. The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**WORK ENVIRONMENT:** While performing the duties of this job, the employee is occasionally exposed to the risk of electrical shock. The noise level in the work environment is usually quite.

**MENTAL FUNCTIONS** While performing the duties of this job, the employee regularly required to analyze, communicate and use interpersonal skills. Occasionally required to compare, copy, coordinate, instruct, compute, compile and negotiate.