Adams12 Five Star Schools

Job Description

Prepared/Revised: **January 2025**

Job Title:	**Infrastructure Operations Manager**	Job Code:	**090611**
Job Family:	**Non-Certified**	FLSA Status:	**Exempt**
Pay Program:	**IT Administrative**	Pay Range:	**L14**
Work Year:	**12 months**		

SUMMARY: Lead the Infrastructure Operations team in support of various District technologies, including data centers, MDF/IDF rooms and systems, server infrastructure, network and voice communications, identity and access management, wireless access points, security cameras, and general systems administration. Coordinate with various teams on Infrastructure projects, providing support in design, implementation, resource allocation, and prioritization. Ensure an effective security architecture, system resilience, capacity management, and incident response, while maintaining high service levels. Promote and maintain interdepartmental collaboration and serve as a key communication to leadership and stakeholders for IT infrastructure initiatives. Act as a key point of contact for coordinating and responding to infrastructure, communications, and security issues with District and IT Teams.

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 Infrastructure Operations team to ensure service levels meet or exceed targets, projects meet operational success criteria, and customer expectations are met. Supervise the team's daily activities, including managing staff and contractors, ensuring timely ticket resolution, delivering services, and maintaining partner relationships.	D	25%
2. Participate in and assist as needed in project work and initiatives with other members of the Infrastructure team. This includes, but is not limited to, design and architecture, coordinating with District project management, client engagement, scheduling, vendor engagement, etc.	D	25%
3. Develop and document processes and procedures to support the work performed by the Infrastructure Operations team. Create and implement communications strategies to effectively address projects, issues, and District priorities.	D	10%
4. Conduct performance evaluations and develop continuous learning, and growth plans for Infrastructure Operations team members, while assessing and facilitating training for the team. Maintain the technical expertise to assess and guide the quality of services delivered by the Infrastructure Operations team members.	D	10%
5. Contribute to and assist in managing the development and implementation of security policies, business continuity planning, loss prevention, fraud prevention, privacy measures, and related standards, guidelines, and procedures. Ensure the protection of District assets and maintain necessary levels of confidentiality, integrity, and availability of District data.	D	10%
6. Collaborate with District leadership and project managers to identify and prioritize service levels, technical configurations, security concerns, and project goals in alignment with team resources. Manage expectations to facilitate strong collaborative relationships and to set realistic goals.	D	10%
7. Maintain external relationships with vendors, governmental entities, and professional organizations as needed to ensure the District is well informed in decision making, aware of emerging trends and issues, and benefits from strong partnerships.	D	5%
8. Perform other duties as assigned.	D	5%
TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- Bachelor's degree in information technology. Four (4) additional years of similar and relevant experience may be substituted for this requirement.
- Eight (8) or more years of experience with progressively advancing responsibility in infrastructure operations, compute, storage, network, and voice communications.

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, ITIL, etc.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Infrastructure Operations Management
  - In-depth hands-on knowledge of information systems architectures across a variety of implementations, manufacturers, and architectures including routing/switching, virtualization, SAN, WAN, enterprise systems management, security systems, communications technologies, wireless technologies, fiber optic and copper cable plants, and VoIP telephony.
  - Strong working knowledge of maintaining operational service levels while maximizing innovation through extensive project, process, communications, and change management for a large / enterprise environment.
  - Strong management, analytical, interpersonal and collaboration skills.
  - Strong skill forming, leading, and motivating technical staff, response teams, inter-departmental, vendor, and multi-institutional teams in a rapid-paced team environment.
  - The ability to provide effective criticism, disciplinary feedback, forward-looking coaching, and growth planning to technical staff both as a group and individually.
  - Ability to manage complex and urgent priorities at the team, department, institutional, and multi-institutional level, and adapt that management style to an evolving departmental culture and situational change.
- Business Continuity, Security, and Compliance
  - Ability to lead security assessment, auditing, monitoring, tracking, investigation, and incident response functions of enterprise-class IT systems.
  - Demonstrated track record in top tier incident response, strategic technology analysis and infrastructure implementation for a large organization.
  - Extensive knowledge supporting the critical evaluation, creative options generation, and problem solving for institutional operational readiness, business continuity, security risk, and innovative opportunity.
  - Experience with IT security assessment tools, computer forensic systems, encryption infrastructure options, and technical operations of large enterprise IT systems.
- General Administrative and Technical Skills and Abilities
  - Strong communications skills in terms of explaining complex technologies to a variety of audiences, managing communications campaigns for effective change, risk mitigation, and operational integrity.
  - Ability to promote and follow Board of Education policies, District policies, building and department procedures.
  - Ability to communicate, interact and work effectively and cooperatively with all people, including those from diverse backgrounds. Willingness to contribute to cultural diversity for educational enrichment.
  - 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.
  - 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.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Director, IT Infrastructure & Operations	130901

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	Systems Administrator III	2	090517
	Network / Systems Administrator II	1	090539
	Network / Systems Administrator I	1	090533

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- Responsible for developing and managing budgets.

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	