Coordinator of Technology, Information and Systems Administration

Purpose Statement

Under the supervision of the Director of Technology & Information Services, the Coordinator of Information Technology & Systems Administration serves as the lead technical designer and administrator for the District's core technology infrastructure services, digital systems, devices, and IT operations including design, testing, deployment, integration, monitoring, management, and security; ensures the stability, integrity, and efficiency of the information systems infrastructure that supports the district's technology environment.

Essential Functions

- Architect, engineer, design, implement and manage the district's infrastructure and systems, encompassing virtual, physical, and cloud computing, storage, networks, VoIP, and applications; ensure secure, highly reliable delivery of services to meet business requirements; ensure the core infrastructure is robust, scalable and efficient in supporting district applications and support services, and is in accordance with industry standards and best practices.
- Participate in the planning, design, implementation, and support of a variety of complex application and infrastructure-related projects and upgrades in such areas as server and storage systems, server virtualization, VoIP, Active Directory Domain Services, email services, work productivity services, and backup and disaster recovery solutions.
  Identify the impact of changes in systems and applications on enterprise infrastructure operations; assess and resolve complex systems administration issues; determine potential solutions to resolve and prevent service interruptions; implement and follow policies and procedures for change and incident management; document technical problems, resolutions, and processes.
- Anticipate, identify, research, troubleshoot and resolve complex network, server, VoIP, software, and systems integration problems; install and test patches, releases, upgrades, and fixes; engage outside support when needed.
- Engineer, design, deploy and monitor network systems and procedures, including disaster recovery solutions; define, identify and mitigate potential vulnerabilities; monitor and maintain replication and backup systems to meet industry standards.
- Assess system capacity issues, evaluate software and other alternatives, and recommend system upgrades or replacements.
- Research emerging products, services, protocols, and standards in support of systems engineering and management; test and evaluate new technologies and provide recommendations for implementing new IT solutions and/or services.
- Participate in the development and implementation of district-wide technical strategies and initiatives for the data center environment, including the adoption of new tools and procedures; participate in strategic planning for Network and Data Center functions.
- Implement and monitor enterprise disaster-recovery standards, including audit and legal requirements, risk analysis, recovery strategies, and the setup and maintenance of fault-tolerant hardware and data backup systems.
- Perform computer forensics responsibilities based on subpoenas, requests for public records, and administration requests; extract and retrieve data from various systems as directed; provide copies for legal requests.

- Serve as Tier III escalation point for varied infrastructure and application problems; provide technical guidance to staff and others to resolve issues; develop and maintain technical documentation.
- Maintain up-to-date technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional associations.
- Manage the daily operations and supervision of the Information Technology team.
- Perform other job related duties as assigned.

Job Requirements & Skills

SKILLS are required to perform multiple, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge is required to satisfactorily perform the functions of the job includes: development of infrastructure strategy and IT operational policies and standards; advanced operating system architectures, characteristics, components, and commands applicable to enterprise information systems; enterprise physical and virtual data center infrastructure; data storage principles, practices, hardware, components, and software including cloud and virtual technologies; network architecture principles of network design and integration; practices, tools, and techniques of network administration and maintenance; security technologies such as firewalls, intrusion detection, and intrusion prevention; typical enterprise operating systems such as Linux and Windows; enterprise directory services; enterprise VoIP services; principles and concepts of establishing and documenting baseline systems performance; principles and practices of disaster recovery design and planning, including audit and legal requirements, risk analysis, and recovery strategies; methods used in the installation, configuration, and troubleshooting of user devices, software applications and peripheral equipment; applicable scripting and programming languages.

ABILITY is required to schedule a number of activities, meetings, and/or events; gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using standardized methods. Ability is also required to work with a diversity of individuals and/or groups; work with a variety of data; and utilize specific, job-related equipment. In working with others, problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with applicable equipment.

Responsibility

Responsibilities include: working independently under broad organizational guidelines to achieve unit objectives; managing multiple departments; and determining the use of funds. Utilization of significant resources from other work units is routinely required to perform the job's functions. There is a continual opportunity to significantly impact the organization’s services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: Sitting for extended periods of time, occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; some stooping, kneeling, crouching, and/or crawling, significant fine finger dexterity, hearing and speaking to exchange information and make presentations. The job is performed under some temperature extremes and some hazardous conditions. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

Experience
Job related experience with increasing levels of responsibility

Certificates and Licenses
Microsoft, Cisco, Google, Palo Alto and/or other IT related certifications preferred

Education
Bachelor's degree in Information Technology, Computer Sciences or related field preferred.

Clearances
DOJ/FBI Fingerprint Clearance
TB Clearance

Required Testing
Successful Completion of Pre-Employment Process

Supervision
Director of Technology & Information Services

Additional Qualifications
Ability to travel to other sites/locations

Salary Grade
103B

Continuing Education Training
Training attendance at workshops as appropriate

Work Year
227 Days