

LOS ALAMITOS UNIFIED SCHOOL DISTRICT
Office of the Personnel Commission

CLASS TITLE: IT INFRASTRUCTURE SUPERVISOR

BASIC FUNCTION:

Under the direction of the Director of Information Technology, serves as the District's lead technical expert in planning, implementing, and maintaining enterprise IT infrastructure, including networks (WAN, LAN, WLAN), on-premise and cloud-based server environments, virtualization platforms, and cybersecurity systems. Oversees system performance, reliability, and security; provides strategic recommendations for infrastructure improvements; ensures compliance with applicable laws and standards; and provides technical leadership and limited supervision to assigned IT staff.

REPRESENTATIVE DUTIES:

1. Lead the deployment, configuration, maintenance, and support of core IT infrastructure systems, including next-generation firewalls, routers, switches, virtual/on-prem/cloud servers, unified communications (VoIP), databases, storage, backup, disaster recovery, wireless networks, video surveillance, and access control.
2. Assess current and future technology needs; recommend infrastructure and cloud-based solutions that enhance scalability, security, and operational efficiency.
3. Administer identity and directory services, including Active Directory, Google Workspace, and Group Policy management.
4. Develop and maintain backup, disaster recovery, and business continuity strategies, including replication, failover testing, and offsite solutions.
5. Plan and execute infrastructure migrations to hybrid or cloud environments; implement automation scripts to streamline systems management.
6. Monitor and respond to cybersecurity threats; lead incident response efforts, perform risk assessments, and implement mitigation strategies aligned with frameworks such as NIST, or CIS.
7. Maintain documentation of systems architecture, configurations, procedures, and security posture; prepare reports on system performance and incidents.
8. Perform vulnerability assessments, penetration testing, and remediation activities to ensure data integrity and security compliance.
9. Respond to infrastructure-related emergencies during business hours and on-call periods to ensure operational continuity.
10. Provide limited supervision and mentorship to assigned IT staff; assign tasks, monitor progress, and support professional development.
11. Assist with escalated end-user support, including device configuration, software imaging, and coordination with help desk operations.
12. Collaborate with administrators, staff, and vendors to support District-wide technology initiatives; provide cybersecurity and systems training to end users as needed.
13. Perform other job-related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Principles and practices of enterprise network design, configuration, and administration, including LAN, WAN, WLAN, VPN, and associated protocols (e.g., TCP/UDP, BGP, DNS, 802.1x).
- Configuration, management, and troubleshooting of enterprise wired and wireless infrastructure, including routers, switches, access points, controllers, and enterprise-grade security appliances such next-generation firewalls.
- Virtualization platforms and server hardware, including deployment and performance tuning in on-premise and cloud environments (e.g., Microsoft Azure).
- VoIP and unified communications systems, as well as legacy telecom systems (e.g., POTS).
- Identity and directory services, including Microsoft Active Directory, and Google Workspace.
- Enterprise storage systems, including SANs and immutable backup solutions; disaster recovery and business continuity planning.
- Cybersecurity principles, practices, and frameworks such as NIST, CIS, and ISO, including intrusion detection/prevention, endpoint protection, and regulatory compliance.
- Operating systems (Windows, macOS, Linux) and enterprise applications commonly used in K-12 educational and administrative settings.
- Scripting and automation tools (e.g., PowerShell, Python) for process efficiency and system management.
- End-user device deployment concepts including imaging, configuration, and support tools.
- Documentation standards and tools for systems, processes, procedures, and user support.
- Data privacy, protection, and breach notification laws and standards (e.g., COPPA, FERPA, HIPAA, CSDPA).
- Principles of database structures, change management, and incident response.
- Project management terminology and practices.
- Effective communication, interpersonal skills, and customer service using tact, patience, and professionalism.

ABILITY TO:

- Lead the design, deployment and ongoing administration of complex IT infrastructure systems across multiple sites.
- Analyze, troubleshoot, and resolve a wide range of hardware, software, and network issues in a timely and effective manner.
- Manage multiple projects, set priorities, and meet deadlines with minimal supervision.
- Provide technical guidance and limited supervision to staff; foster teamwork and encourage professional growth.
- Collaborate with district leadership, staff, and vendors to plan and implement technology solutions that meet educational and operational goals.
- Conduct risk assessments and implement strategies to strengthen system security and data protection.
- Document procedures and maintain detailed technical records, inventories, and logs.
- Maintain confidentiality and exercise sound judgment when handling sensitive data and

security matters.

- Provide effective user support, training, and customer service to a diverse staff with varying levels of technical proficiency.
- Work effectively within a team, coordinating with colleagues, stakeholders, and external partners to complete tasks, achieve goals, and resolve issues in a collaborative and efficient manner.
- Demonstrate a commitment to Los Alamitos Unified School District's mission, vision, and priority goals.

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

- A Bachelor's degree from an accredited four-year institution in information technology, computer science, or a closely related field; Additional years of relevant experience may be considered in lieu of a degree;
- Minimum three (3) to five (5) years of progressively responsible experience in network administration, systems engineering, cybersecurity or related IT infrastructure roles;
- Demonstrated experience in planning and leading technology projects, including system upgrades, migrations, or deployments involving both on-premise and cloud-based environments.
- Industry certifications (i.e. Cisco CCNA/CCNP, Microsoft MCSA/MCSE, Palo Alto, Security+, CISSP, CISA/M, etc.) highly desirable.

WORKING CONDITIONS:

While performing the duties of this job, employees are regularly required to bend, stoop, push, pull, grasp, squat, twist, kneel, walk, sit, and reach to access materials or equipment and complete other tasks as assigned; lift and/or move up to 50 pounds; and lift up to 75 pounds with assistance from ground, waist, chest, shoulder, and above shoulder level. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to fumes or airborne particles and vibration. Employee will occasionally work in small and confined environments and can also be subject to dust, heat, and cold working conditions. Also, the employee occasionally works in outside weather conditions. The noise level in the work environment is usually moderate.

SALARY RANGE: 114

ADOPTED BY PERSONNEL COMMISSION: May 7, 2025
ADOPTED BY BOARD OF EDUCATION: May 13, 2025