

<b>Job Title:</b>	Network Systems Supervisor	<b>Wage/Hour Status:</b>	Exempt
<b>Reports to:</b>	Technology Director	<b>Pay Grade:</b>	507
<b>Dept./School:</b>	Information Technology	<b>Date Revised:</b>	November 22, 2024

### **Primary Purpose**

Responsible for managing the district's enterprise network systems and topologies, ensuring security, reliability, and efficient support for district operations. Design, plan, and maintain network architecture, including configuration, disaster recovery, and business continuity strategies. Oversee network performance monitoring, incident & change management, security, and compliance. Supervise network operations centers, identity and access management, Active Directory, Domain platforms, server & virtual systems frameworks, storage area networks (SAN/NAS), backup/restore systems, & emerging technologies, including asset and records management. Supervise daily support of mobile device management systems, virtual desktop structures, campus & classroom technologies, smart devices, cloud access and applications across the district.

### **Qualifications**

#### **Education/Experience/Certification**

- Bachelor's degree in electrical engineering, technology, information systems, or related field and eight (8) years' experience in technology infrastructure, networks systems, public safety communications, technical & security communications/engineering.
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- High school diploma/GED and Fifteen (15) years' experience in a broad range of infrastructure and/or network systems disciplines including the design, implementation and support of large-scale network & computing platforms, communication, wireless, public safety, engineering, technical & security communications, identity and access management, active directory, domain topologies, access controls, project management, security apparatuses, servers, storage areas networks, network center operations, virtual machines (VM), mobile device management systems, smart devices, and electronics.
- Associate degree or technical certification(s) such as Cisco or Microsoft certification courses or similar specialized in technology, networking and/or electronic coursework may be substituted for two (2) years of experience.
- Valid Texas/New Mexico driver's license, insurable by the district's auto liability insurance carrier; subject to district's drug and alcohol screening policy and regulation
- Supervisory experience required.
- Must maintain valid certifications, as required & determined, for the district's technology, safety & security systems and programs.

#### **Special Knowledge/Skills**

- Demonstrated advanced experience in network administration and configuration to include work in heterogeneous and hybrid cloud network environments, multiple operating systems, and network protocols (i.e., WINDOWS, NT, UNIX, MS-DOS, LINUX, VMware, Chrome, IOS and MAC-OS), (TCP/IP, SNMP, DHCP, DNS, SFTP, HTTP, LDAP); network monitoring tools (FLUKE, Solar Winds), internet services (DNS, WWW & FTP), and emerging technologies.
- Advanced knowledge of LAN and WAN network architecture design, installation, administration, network hardware and software applications to include network file servers, printers, DNS, DHCP, INFOBLOX and configuring associated networking equipment.
- Detailed advanced knowledge and experience managing Microsoft Networking, Windows server operating systems including Active Directory, INTUNE, AZURE, storage sub-systems, cloud drives & applications, OFC 365, SAN, e-mail administration, sandboxing, content-filtering, security management products, workstation and mobile device management, database, and support systems.
- Highly proficient in VM server infrastructure & SAN administration and troubleshooting, Microsoft Windows Domain administration including DNS, DHCP, Active Directory, Group Policy, enterprise Printing & document management systems, and Exchange technologies.

- Experience using AZURE, Google Apps & JAMF Administration Console for device management, security configuration and policy management.
- Strong understanding of service management structures, information, security & technology (IST) governance frameworks, risk assessments, contingency planning, networking policies & standards.
- Team player with strong interpersonal skills and ability to collaborate with a diverse group of individuals at all levels of the district and with cross-functional teams and exercise independent judgment and discretion in carrying out duties and responsibilities.
- Evident focus on customer service initiatives, rigor and discipline, teamwork, collaboration, personal and professional responsibilities, staff development and training.
- Excellent written and verbal communication and presentation skills with the ability to make technical issues understandable to a wide-ranging audience.
- Demonstrate personal integrity, adhere to core values and ethics, embody honesty and trustworthiness, and consistently uphold information security governance protocols to maintain and safeguard the confidentiality of the district's information and systems.

### **Major Responsibilities and Duties**

1. Supervise the district's networks systems, servers and VM environment, operating system, and hardware; data/network center operations and Backup/Restore systems, mobile, smart and end point devices, campus & classroom technology system and emerging technologies.
2. Administer the configuration and maintenance of the district's Active Directory end-user account structure (local/cloud based) in conjunction with identity and access management and system interfaces.
3. Develop the enterprise and campus SAN architectures to include Backup/Restore strategies, cycles, business continuity operation and secures data according to classification and established procedures.
4. Oversee and collaborate all aspects of data/network operations centers with IST stakeholders.
5. Lead large-scale network infrastructure, data/network center and cloud-based initiatives providing long-term solutions & plans for administration, operational and instructional operations.
6. Schedule and perform network, systems and application systems upgrades, monitors & troubleshoots network performance, communications, wireless, and internet traffic issues.
7. Maintain the network systems, equipment, and program license inventory data, reports, and ensure annual renewals, dates and current compliance of secure-socket layer certificates.
8. Maximizes internal network systems protection by collaborating in design and management of modernized intrusion detection systems, contenting filtering, Firewall, and other cybersecurity and student safety apparatus measures, as applicable.
9. Coordinates administrative processes and systems for securely initiating, storing, and managing user identities and access permissions. Ensures users authentication, application access and resource authorization to include user provisioning, automation, and single sign on.
10. Responsible for overall district-wide server management, and optimization of Microsoft domains and networking to include Public Safety & Security, Maintenance and Operations, Career and Technical Education, P-Tech and Early College High Schools, and other district entities and programs.
11. Provide enterprise email administration to include setting up and configuring email servers, managing user accounts and permissions, implementing security measures to protect against threats such as spam or phishing, troubleshooting technical issues, ensuring compliance with relevant regulations and policies, and providing support to users.
12. Collaborate with district, IST teams and local public safety entities on district/campus emergency and safety systems planning, management & operations to include law enforcement & first responders.
13. Team up with other IST divisions and district departments in establishing a plan for providing services and campus support to teachers, staff, district-wide initiatives & addressing ongoing needs.
14. Develop, mentor, maintain, and uphold knowledge management across the network systems & IST teams to ensure proper value stream documentation, reporting, data collection, and to facilitate relevant, organized, user-friendly, and accessible information sharing.
15. Work with district stakeholders and IST functional teams to ensure end-to-end physical security systems, processes, incident & change management protocols, documentation, and reporting.
16. Create, organize, and maintain current and accurate district network systems data, schematics, blueprints, configurations, specifications.

### **Policy, Reports and Law**

17. Collaborate with the development of long-term network systems strategies and refresh plans.
18. Establish, develop, and maintain standards for district technology safety & security, and administer IST catalogues policies, processes and supporting procedures.
19. Implement and adhere to the CIPA & FERPA standards, State Board of Education rules, local board policy, and other state & federal laws pertaining to safeguarding student, employee & district data, internet security, and continuously remains abreast of student & school safety laws and programs.
20. Participate in development, implementation, and maintenance of policies, objectives, and short- and long-term planning, evaluation of programs and metrics of established goals.
21. Develop, implement, and enforce IST security & school safety policies, contingency plans, and protection of the district's technology assets.
22. Prepare reports and make presentations to the department, executive leadership, and the board.

### **Budget and Inventory**

23. Assist in the development and maintenance of the department budget and expenditures; prepare justifications to support staffing, equipment, and supply requests.
24. Work in partnership in the development of Request for Proposals (RFP), evaluate bids and provide award recommendations to the board for consideration and approval. Conduct vendor evaluations and negotiations and monitor vendor related projects.
25. Support in managing contracts & service level agreements (SLA) for district network systems, security, and IST critical services. Recommend renewal of systems and software maintenance contracts.
26. Responsible for assigned district vehicles, inventory controls, vendor management, materials, tools and documentation necessary in the performance of duties.
27. Accountable for accomplishing unit planning, fiscal management, operational goals, and objectives.

### **Personnel Management**

28. Supervise assigned professionals and contractors in support of IST projects, initiatives, and technology.
29. Lead & cultivate a teamwork atmosphere and builds high performance teams.
30. Organize schedule, monitor performance, and ensure employee quality work outcomes.
31. Evaluate employee performance, provide feedback, and make recommendations to management.
32. Provide staff development opportunities for personal & professional growth, on-the-job and continuous training, and education of current technology uses and future trends.

### **Safety & Security**

33. Proactively supervises IST projects, technology, and operational risks, implementing risk mitigation strategies and contingency plans to minimize disruptions and maximize strategic and goal success.
34. Participate in the development, implementation, and testing of contingency plans, intrusion and other security assessments and serve as a member of the district contingency & emergency task force.
35. Maintains a professional level of confidentiality concerning personnel and student information.
36. Collaborate & develop, maintain, monitor, and update the district's technology, contingency, and strategic plans, cybersecurity policies & framework, IT Service Catalog, standards, and assessments.

### **Other Responsibilities**

37. Sustain and adhere to IT Professional's Code of Ethics and Standards of Conduct.
38. Serve as a district's technology governance committee team member and develops input for the district technology policies, objectives, and short- and long-term strategic planning.
39. Provides a friendly, safe, timely, quality driven setting responsive to the district and community needs.
40. Provide optimal customer service to all students, employees, parents, community members and stakeholders and assists in community awareness of district technological goals and programs.
41. Supports the goals and objectives of the district and complies with policies established by federal and state law, State Board of Education rule, and local board policy.

- 42. Upholds and adheres to safety rules and polices of the EPISD ISD safety program.
- 43. Attends work on a regular and routine basis to avoid disruption to district technology operations.
- 44. Performs other appropriate duties, as assigned.

**Supervisory Responsibilities**

Supervises, assigns, and evaluates staff and contracted service providers.

**Physical and Mental Job Requirements**

**Mental Demands/Physical Demands/Environmental Factors**

Maintain emotional control under stress. Repetitive hand motions and prolonged use of the computer. Frequent district-wide travel. Occasionally prolonged and irregular hours, with availability for emergency coverage. Work with frequent interruptions. After-hours/holiday/weekend work for upgrades, maintenance, troubleshooting and projects. Must be able to lift, carry, push and/or pull up to fifty (50) pounds frequently; work under inclement weather conditions; exposure to extreme temperatures, chemicals and loud noises; be adaptable to working a shift schedule and/or hours than regularly assigned; extended periods of walking, standing, bending, reaching, kneeling, stooping, heavy lifting and carrying. Work indoors and outdoors. and around moving objects or vehicles; ladders or scaffolding.

**Terms of Employment**

226 days; daily rate to be established by the Board of Trustees

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The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved: \_\_\_\_\_

Job Title: \_\_\_\_\_

Date: \_\_\_\_\_

Approved: \_\_\_\_\_

Job Title: \_\_\_\_\_

Date: \_\_\_\_\_

My supervisor has reviewed this job description with me and has provided me a copy.

Employee: \_\_\_\_\_

Date: \_\_\_\_\_

The El Paso Independent School District does not discriminate in its educational programs or employment practices on the basis of race, color, age, sex, religion, national origin, marital status, citizenship, military status, disability, genetic information, gender stereotyping and perceived sexuality, or on any other basis prohibited by law. Inquiries concerning the application of Titles VI, VII, IX, and Section 504 may be referred to the District compliance officer, at 230 -2031; Section 504 inquiries regarding students may be referred to 504 Coordinator at 230-2856.

El Distrito Escolar Independiente de El Paso no discrimina en los programas de educación o en prácticas de empleo usando el criterio de raza, color, edad, sexo, religión, origen nacional, estado civil, ciudadanía, estado militar, discapacidad, información genética, estereotipo sexual o sexualidad percibida, u otra práctica prohibida por la ley.

Preguntas acerca de la aplicación del título VI, VII o IX, y la Sección 504 pueden ser referidas al oficial del distrito, al 230-2031; preguntas sobre 504 tocante a estudiantes pueden ser referidas al oficial de 504 al, 230-2856.