

Job Title: Special Systems Supervisor	Wage/Hour Status: Daily, Exempt
Reports to: Technology Director	Pay Grade: 507
Dept./School: Information Technology (IT)	Date Revised: September 24, 2024

Primary Purpose

Supervise the district public safety & special systems operation to include radio and voice communications systems, electronics & smart devices, 911 dispatch, surveillance & intrusion alarm systems, access, video and data signals and controls, and campus, classroom & public safety technologies. Develop public safety systems, including mobile and specialized infrastructures, for police services, facilities, and school communications. This encompasses base stations, antennas, cable plants, networks, backbone systems, and relevant special systems and security technologies. Manage emergency, security & safety technical systems and mobile command center and serves as part of the district emergency operations team. Oversee accountability of the special systems programs including FCC licenses, leases, public safety equipment, vehicle communications, special systems apparatuses, campus & network operations center systems.

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, communication, wireless, public safety, emergency management, engineering, technical & security communications, surveillance, security, audio, video & technology systems; access controls, project management, camera and video apparatuses, servers, storage areas networks, communication switches, smart devices, electronics, computing and infrastructure platforms
- 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

- Advance knowledge of public safety, emergency management, crime prevention and investigative techniques & operations, standard encoding methods for evidence delivery to law enforcement
- Demonstrate understanding of telephony systems, including VoIP, PBX, fire & intrusion alarms, leased circuits, and special systems cabling plants, structures, industry code and standards
- Exceptional knowledge of public safety communication systems such VHF, UHF, 700/800 MHz voice and data radio system infrastructures, mobile and portable units, electronic radio ID and signaling systems, 9-1-1 structures, microwave & wireless broadband systems, AM broadcast stations, emergency power and alert systems, communications consoles, and a variety of other electronic systems
- Solid understanding of modernized access controls, surveillance, and smart devices operations
- Through understanding and ability to manage installation, maintenance and support all district Public Safety equipment, technologies, frequency & antenna FCC rules, management, and requirements
- Demonstrate experience in special systems administration/configuration to include multiple operating systems/network protocols (i.e., WINDOWS, NT, UNIX, MS-DOS, LINUX, VMware, Chrome, IOS)

and MAC-OS), (TCP/IP, SNMP, DHCP, DNS, VOIP, SFTP, HTTP, LDAP); network tools (FLUKE, Solar Winds, Scanners), internet services (DNS, WWW & FTP), and emerging technologies

- Advanced knowledge of interactive devices, peripherals, classroom technology, public address systems, campus scoreboards, digital signage, video boards and panel and visitor management systems
- Knowledge and experience with Microsoft Networking, Windows server operating systems including Active Directory, INTUNE, AZURE, storage sub-systems, and storage area networks, security filtering, and management products, workstation and mobile device management, database, and support systems
- Strong understanding of service management structures, information, security & technology (IST) governance frameworks, security policies, risk assessments, contingency planning, networking
- Expert understanding of various operating systems such as MS Windows, OFC365, Google and Apple
- 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 district-wide public safety & emergency 911 dispatch systems, telephony, radio, voice, surveillance, wired & wireless carrier services, video, and data communications, cable plant infrastructure, special systems security, alarm monitoring, response systems, networks, and operations.
2. Administer district data and voice cable plant management, testing, troubleshooting, and repair to ensure compliance with industry & local construction standards and codes.
3. Manage district radio interoperability systems and infrastructure to include district dispatch technology systems & equipment, radio communications, and FCC license reporting requirements.
4. Lead the modernization of district special systems infrastructures to includes virtual server environment, data center operations, backup systems, mobile, smart and end point devices, surveillance, emergency notifications, campus & classroom technology system and emerging technologies.
5. Coordinate the development of the enterprise and campus SAN architectures to include backup strategies, cycles, operation and secures data according to classification and established procedures.
6. Schedule and monitors special systems contractors, appliance, and application systems upgrades, and/or maintenance, and ensure public safety technical operational readiness.
7. Plan with campuses & departments for physical security system installations, relocations, support, training, or other activities to ensure a smooth installation/transition.
8. Ensure compliance with special educations systems requests & installations, regulate surveillance data storage, and maintain network video recording servers in accordance with state & federal regulations.
9. Strategically plan, implement, and maintain physical security related equipment and controls, to include access controls, intrusion detection, smart devices, panic buttons, surveillance cameras and equipment needed for full operability of the district's physical security systems.
10. Collaborate with District Security teams and local public safety entities on district/campus emergency and safety systems planning, management & operations to include law enforcement & first responders.
11. Serve as technical expert for all land mobile radio systems and other related electronics equipment, including both conventional VHF and trunked radio systems, digital microwave network & repeaters.
12. Support administrative, instructional and support departments to plan and implement a wide range of technology-based projects and other relevant district innovation initiatives.
13. Create, organize, and maintain current and accurate district special systems data, schematics, blueprints, configurations, specifications.
14. Work with district stakeholders and IST functional teams to ensure end-to-end physical security systems, processes, incident & change management protocols, documentation, and reporting.
15. Develop training & support program on special systems and schedule annual/refresh for surveillance operators, dispatchers, campus principals & administration staff.

16. Supervise two-way base communications, microwave, antenna, transmission line, and electronic equipment maintenance and adjust equipment & stations to precision tolerances specified by the FCC.

Policies, Reports and Law

17. 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 data, internet security, student & school safety, and continuously remains abreast of security & safety laws and programs.
18. Establish and maintain standards for district technology safety & security, and administer IST catalogues policies, processes and supporting procedures.
19. Participate in development, implementation, and maintenance of policies, objectives, and short- and long-term planning, evaluation of programs and metrics of established goals.
20. Develop, implement, and enforce IST security & school safety policies, contingency plans, and protection of the district's technology assets.
21. Prepare reports and make presentations to the department, executive leadership, and the board.
22. Collaborate in the development of long-term special systems infrastructure strategy and refresh plan to include budget forecasting.

Budget and Inventory

23. Assist in the development and maintenance of department budget and expenditures; prepare justifications to support staffing, equipment, and supply requests.
24. Evaluate bid submissions 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 for district special systems technology, public safety, security, and IST critical services. Recommend renewal of systems and software maintenance contracts.
26. Responsible for assigned district vehicle, vehicle inventory, 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 IST projects, initiatives, and technology.
29. Cultivate a teamwork atmosphere and build high performance teams.
30. Organize schedules, 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. Maintain 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, 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. Provide a friendly, safe, timely, quality driven setting responsive to the district & 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. Support 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. Uphold and adhere to safety rules and polices of the EPISD ISD safety program.
- 43. Attend work on a regular and routine basis to avoid disruption to district technology operations.
- 44. Perform other appropriate duties, as assigned.

Supervisory Responsibilities

Supervise, assign, and evaluate 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. Occasional 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 work 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

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 230-2033; 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 230-2033; preguntas sobre 504 tocante a estudiantes pueden ser referidas al, 230-2856..