

Job Title:	Infrastructure Services Manager	Wage/Hour Status:	Exempt
Reports To:	Technology Director/Asst. Superintendent	Pay Grade:	508
Dept/School:	Information Technology	Date Revised:	November 22, 2024

Primary Purpose

Oversee the Technology Infrastructure Services Divisions that include Networks, Special Systems and Infrastructure Systems services, managing the administration, support, and maintenance of the district's information, security & technology (IST) communications infrastructure. Responsibilities include WAN/LAN operations, network architectures and infrastructure systems, public safety and technical security systems, special systems, smart devices, electronics, access controls, surveillance, and enterprise system backups. Lead the management, maintenance, and support of voice, data, radio, wireless, sound, internet and video communications, as well as data center operations. Provide expertise in IST architecture design and systems integration, while overseeing construction planning, project management, and vendor relations. Manage incident response, change management, security enforcement, and compliance with relevant regulations and policies. Actively support technology innovation, research, and integration within student learning, instructional environments, business and district operations.

Qualifications

Education/Experience/Certification

- Bachelor's degree in electrical engineering, technology, information systems, or related field and ten (10) years' experience in technology infrastructure, networks systems, public safety communications, technical & security communications/engineering.
- OR
- Associate degree 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 area networks, communication switches, smart devices, electronics, computing and infrastructure platforms.
- Technical certification(s) such as Cisco, Microsoft or similar specialized in technology, networking and/or electronic coursework may be substituted for three (3) 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:

- Detailed understanding of network management protocols, technical communications management platforms, technical security, intrusion detection & surveillance systems, VOIP, PBXs, and network & diagnostic monitoring tools.
- Demonstrated expert knowledge in system analysis and configuration to include work in multiple operating systems and network protocols (i.e., WINDOWS, NT, UNIX, MS-DOS, LINUX, VMware, Chrome, IOS and MAC-OS) switching & routing protocols (i.e., Cisco IOS, Cisco Nexus, Cisco ASA and ASDM, QoS, Multicast, TCP/IP), infrastructure monitor tools (FLUKE, Solar Winds), internet services (DNS, WWW & FTP), video, voice, wireless, radio & antenna, and emerging technologies.
- Experience in Firewalls (i.e., Palo Alto), Web Content Filter Appliance, Cisco infrastructure environment & security, VPN/VLAN configuration, cloud computing, cybersecurity, data/network center operations & management.
- Expert knowledge of LAN and WAN infrastructure design, installation, administration, hardware and software applications to include DNS, DHCP, INFOBLOX and infrastructure associated equipment.
- Detailed knowledge and experience with VMware server infrastructure, Microsoft Networking, Windows server operating systems, Domains, Active Directory, Exchange technologies, INTUNE, AZURE, storage sub-systems, SAN, e-mail administration, sandboxing, content-filtering, security management products, group policy, and support systems.
- 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. Manage and ensure the delivery of robust and reliable IST infrastructure services operations, backbone and network services, including endpoint computing, servers, storage, backups, voice, video, data, wireless & radio communications, data center operations, public safety, technical security and systems.
2. Oversee 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.
3. Develop the enterprise and campus infrastructure architectures to include contingency strategies, business continuity operation and secures data according to classification and established procedures.
4. Manage district radio interoperability systems and infrastructure to include district dispatch technology systems & equipment, radio communications, and FCC license reporting requirements.
5. Develops and implements district wide computer security apparatus for cloud, core, and endpoints distribution layers.
6. Evaluates proposed configurations to ensure system integrity, security, and effective system interface.
7. Directs 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.
8. Collaborates with District Security teams and local public safety entities on district/campus emergency and safety communications systems planning & management to include law enforcement and first responders.
9. Reviews all proposed district system and application purchases to ensure purchases are operable and in compliance with district technology environment.
10. Work with district stakeholders and IST functional teams to ensure end-to-end physical security systems, processes, incident & change management protocols, documentation, and reporting.
11. Create and maintain accurate technology security documentation, training materials, system diagrams, IST procedures, standards and other documentation as required by project deliverables.
12. 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.
13. Identifies and resolves issues, setting strategic courses of action within a customer-focused support framework.
14. Engineer the roll-out, maintenance, support and upgrade of large-scale end-user infrastructure & network systems.
15. Partner with cross-functional teams, departments, and leadership to plan and develop lifecycles to identified risks, ensure service implementation, confirm network & infrastructure deployments to maximize IST Operations value delivery to stakeholders.
16. Develop, teach, maintain, and uphold knowledge management process across the IST area to ensure proper value stream documentation, reporting, data collection, and facilitate relevant, organized, and accessible information sharing.

Policy, 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, employee & district data, internet security, and continuously remains abreast of student & school safety laws and programs.
18. Ensure district compliance with E-rate federal reporting requirements, timeliness, and program management.
19. Establish, develop, and maintain standards for district technology safety & security, contingency plans, protection of technology assets, and administer IST catalogues policies, processes and supporting procedures.
20. Participate in development, implementation, and maintenance of policies, objectives, and short- and long-term planning; develop tracking and evaluation programs & metrics to meet/exceed established goals.
21. Prepare reports and make presentations to the department, executive leadership, and the board.
22. Lead adoption of Information Technology Infrastructure Library (ITIL) and other notable technology frameworks and practices to create efficiencies.

Budget and Inventory

23. Ensure proper procedures, inventory, documentation, procurement, payment and retention of goods, services and equipment purchased with E-rate funding in compliance with federal regulations.
24. Maintains infrastructure services department budget and expenditures; prepares justifications to support staffing, equipment, and supply requests. Performs periodic cost and productivity analysis.
25. Manage the preparation, formal analysis, RFP, and project management of large technology procurement projects to include E-rate.
26. Administer contracts for district technology, software, educational technology, public safety, security, and IST critical services. Review and recommend renewal of all district systems and software maintenance contracts.
27. 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.
28. Approve and process invoices and purchase orders for technology projects for payment.
29. Accountable for accomplishing unit planning, fiscal management, operational goals, and objectives.

Personnel Management

30. Supervise assigned professionals and contractors in support of IST projects, initiatives, and technology.
31. Lead and cultivate a teamwork atmosphere and build high performance teams.
32. Ensure fidelity to the organization-wide hiring standards for project and programs staff so that all projects are staffed with the right personnel for the job with the necessary skills, experience, knowledge, and abilities.
33. Organize schedules, monitor performance, and ensure employee quality work outcomes.
34. Ensure employees understand their job duties and how performance will be measured.
35. Evaluate employee performance and provide feedback and make recommendations to management.
36. Provide staff development opportunities for personal & professional growth, on-the-job and continuous training, and education of current technology uses and future trends.
37. Recruit, hire, and retain the best performers guaranteeing internal integrity and external competitiveness and make sound recommendations for progressive discipline and/or dismissal of personnel.
38. Serve as a member of the department's leadership team and collaborates with executive management to provide leadership to the department and district stakeholders.

Safety & Security

39. Manage and assess IST project, technology and operation risks and issues proactively and implement risk mitigations strategies and contingency plans to minimize disruptions and maximize strategy and goal success.
40. Mitigate information technology security incidents and maintain compliance, incident and reporting registers.
41. Collaborate & develop, maintain, monitor, and update the district's technology, contingency, and strategic plans, cybersecurity policies & framework, IT Service Catalog, standards and assessments.
42. Maintain a professional level of confidentiality concerning personnel and student information.
43. 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.

Other

44. Sustain and adhere to IT Professional's Code of Ethics and Standards of Conduct.
45. 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.
46. Provide a friendly, safe, timely, quality driven environment responsive to the district and community needs.
47. Foster and adhere to an environment based on the district core values, teamwork and high performing teams.
48. Attend professional & leadership growth opportunities and maintain a broad and current knowledge of emerging technology, innovation, equipment, and systems.
49. Support the goals and objectives of the district and comply with policies established by federal and state law, State Board of Education rules, and local board policy.
50. Uphold and adhere to safety rules and polices of the EPISD ISD safety program.

51. Perform other appropriate duties, as assigned.

Supervisory Responsibilities:

Supervise and assist in the evaluation and performance of the Information Security & Technology (IST) Information Services Department staff.

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. Work on-call and frequent district wide travel. 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; salary 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 -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.