

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

Primary Purpose

Responsible for managing the district's enterprise infrastructure systems to ensure security, reliability, and efficient support for district operations. Design, plan, and maintain the infrastructure architecture, including configuration, disaster recovery, and business continuity strategies. Oversee the daily operations and support of WAN (Wide Area Network), LAN (Local Area Network), and related infrastructure environments, including edge, core, and distribution switches, routers, firewalls, distribution frame closets, and Network/Data Operations Centers (NOCs). Manage mobile, voice, video, internet protocol, and radio communications systems, along with enterprise wireless, cloud, and wired structures, smart devices & security apparatus. Monitor and optimize infrastructure system performance while managing incident response, change management, security enforcement, and compliance with relevant regulations and policies.

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.
- OR
- High school diploma/GED and Fifteen (15) years' experience in a broad range of infrastructure and/or network systems including the design, implementation and support of large-scale infrastructure & network platforms, communication, wireless, public safety, engineering, technical & security communications, firewall, routers, switch topologies, access controls, project management, security apparatuses, virtual private/local area networks (VPN/VLAN), network/data center operations, virtual machines (VM), intrusion detection/prevention systems (IDS/IPS), smart devices, and internet of things.
- Associate degree or technical certification(s) such as Cisco 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

- Solid understanding of Infrastructure Systems, TCP/IP, Switching, Routing, Security, Voice over IP (VoIP), wireless networks & controllers, technical & communications security.
- Expert experience in Perimeter Firewall (i.e., Palo Alto), Web Content Filter Appliance, infrastructure security, VPN/Remote Access, VLAN, WAN, WLAN, and WWAN design and implementation.
- Demonstrated advanced experience in infrastructure systems administration and configuration to include work in heterogeneous and hybrid cloud infrastructure 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); infrastructure monitoring tools (FLUKE, Solar Winds), internet services (DNS, WWW & FTP), and emerging technologies
- Advanced knowledge of LAN and WAN infrastructure design, installation, administration, hardware and software applications to include DNS, DHCP, INFOBLOX and infrastructure associated equipment.
- Highly proficient in Cisco Infrastructure Environment, EIA/TIA structured cabling standards, telephony, cloud systems, data/network center operations & management.
- Strong understanding of service management structures, information, security & technology (IST) governance frameworks, risk assessments, contingency planning, infrastructure policies & standards.

- Experience in various operating systems including MS Windows, OFC365, Active Directory, AZURE, INTUNE, Google, and JAMF device management and cloud infrastructure systems.
- 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 infrastructure systems and backbone, LAN and WAN infrastructures, telephony systems, wireless networks, data/network center operations, mobile, smart and end point devices, campus & classroom technology system and emerging technologies.
2. Administer the configuration and maintenance of the district's edge, core and distribution switching & routing mechanisms, Firewall apparatus, Identify Service Engine (ISE), and WAN system interfaces.
3. Lead large-scale infrastructure systems, datacenter and cloud-based initiatives providing long-term scalable solutions & plans for administration, operational and instructional operations.
4. Develop the enterprise and campus infrastructure architectures to include contingency strategies, business continuity operation and secures data according to classification and established procedures.
5. Schedule and perform infrastructure systems and application systems upgrades, monitors & troubleshoots infrastructure performance, communications, wireless, and internet traffic issues.
6. Maximizes internal infrastructure systems protection by collaborating in design and management of modernized IDS/IPS systems, content filtering, Firewall, and other cybersecurity and student safety and security apparatus measures, as applicable
7. Supervise and collaborate daily operations relating to the district network operation centers.
8. Maintain the infrastructure systems, equipment, inventory records, reports, and ensure annual renewals, dates and current compliance of secure-socket layer certificates.
9. Plan, install and upgrade infrastructure systems and resolve issues and restoration of services/systems.
10. 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.
11. 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.
12. 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.
13. Work with district stakeholders and IST functional teams to ensure end-to-end physical security systems, processes, incident & change management protocols, documentation, and reporting.
14. Creates, organizes, and maintains current and accurate district infrastructure systems data, schematics, blueprints, configurations, specifications.

Policy, Reports and Law

15. 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.
16. Ensure district compliance with E-rate federal reporting requirements, timeliness, and program management.
17. Establish, develop, and maintain standards for district technology safety & security, and administer IST catalogues policies, processes and supporting procedures.
18. Participate in development, implementation, and maintenance of policies, objectives, and short- and long-term planning, evaluation of programs and metrics of established goals.

19. Develop, implement, and enforce IST security & school safety policies, contingency plans, and protection of the district's technology assets.
20. Prepare reports and make presentations to the department, executive leadership, and the board.

Budget and Inventory

21. Assist in the development and maintenance of the department budget and expenditures; prepare justifications to support staffing, equipment, and supply requests.
22. 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.
23. Support in managing contracts & service level agreements (SLA) for district infrastructure systems, security, and IST critical services. Recommend renewal of systems and software maintenance contracts.
24. Responsible for assigned district vehicles, inventory controls, vendor management, materials, tools and documentation necessary in the performance of duties.
25. Accountable for accomplishing unit planning, fiscal management, operational goals, and objectives.

Personnel Management

26. Supervise assigned professionals and contractors in support of IST projects, initiatives, and technology.
27. Lead & cultivate a teamwork atmosphere and builds high performance teams.
28. Organize schedule, monitor performance, and ensure employee quality work outcomes.
29. Evaluate employee performance, provide feedback, and make recommendations to management.
30. 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

31. Proactively supervises IST projects, technology, and operational risks, implementing risk mitigation strategies and contingency plans to minimize disruptions and maximize strategic and goal success.
32. 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.
33. Maintains a professional level of confidentiality concerning personnel and student information.
34. 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

35. Sustain and adhere to IT Professional's Code of Ethics and Standards of Conduct.
36. 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.
37. Provides a friendly, safe, timely, quality driven setting responsive to the district and community needs.
38. Provide optimal customer service to all students, employees, parents, community members and stakeholders and assists in community awareness of district technological goals and programs.
39. 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.
40. Upholds and adheres to safety rules and polices of the EPISD ISD safety program.
41. Attends work on a regular and routine basis to avoid disruption to district technology operations.
42. 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

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.