

JOB DESCRIPTION

Job Title Infrastructure Systems Administrator
Reports to Infrastructure Services Manager
Dept/School Information Technology

Job Title Code 182505
Wage/Hour Status Exempt
Pay Grade 506
Date Revised May 19, 2025

Primary Purpose

Administer and support the district's enterprise infrastructure systems to ensure the secure, reliable, and high-performing operation of all cores, distribution, and edge infrastructure services. Configure, monitor, and maintain infrastructure hardware and software supporting wide area network (WAN), local area networks (LAN), wireless, and security operations across all district sites. Support ongoing operations, troubleshooting, documentation, and collaboration in technology initiatives that enhance district connectivity, security, and instructional capability.

Education/Certification

- Bachelor's Degree in Computer Science, Engineering, Technology, Information Security, Technical & Security Communications, or related field. Three (3) years related experience with enterprise infrastructure, network/system administration, installation of infrastructure, networks/systems and associated operating systems, network/systems configuration, monitoring and troubleshooting
OR
- High School Diploma/GED and Six (6) years related experience with infrastructure, network/system administration, installation and associated operating systems, configuration, monitoring and troubleshooting. Technical certifications: Network+ or CCNA Routing and Switching
- Current and valid technical certification(s) such as Cisco CCNA/CCNP, CompTIA Network+/Security+ certification courses or similar specialized in technology, networking and/or electronic coursework may be substituted for two (2) years of experience
- Valid Texas or New Mexico driver's license
- Insurable by the district's auto liability insurance carrier

Special Knowledge/Skills

- Demonstrate experience managing infrastructure, network routing, switching, firewalls and wireless systems
- Ability to administer, configure, and work in multiple operating systems and network protocols infrastructure monitoring tools, internet services, and emerging technologies knowledge of LAN, WAN, Virtual LAN (VLAN), wireless and other network protocols
- Knowledge of infrastructure architecture design, installation, and administration; infrastructure hardware and software applications; and associated networking equipment configurations
- Understand service management structures, IT governance frameworks, security, networking principles, and management concepts
- Knowledge of infrastructure & security policies and procedures, disaster recovery planning, risk assessment, and fiscal accountability
- Understand Perimeter Firewall (i.e., Palo Alto), Web Content Filter Appliance VPN/Remote Access, and configuration
- Ability to diagnose and implement security controls across multiple network devices and network transport technologies
- Understand various operating systems including MS Windows, OFC365, Active Directory, AZURE, INTUNE, Google, and JAMF device management and cloud infrastructure systems
- Excellent written and verbal communication and presentation skills with the ability to make technical issues understandable to a wide-ranging audience

JOB DESCRIPTION

Major Responsibilities and Duties

Infrastructure Administration and Support

1. Administer, install, and maintain the district's enterprise infrastructure including switches, routers, firewalls, and wireless controllers.
2. Ensure high availability and performance of LAN/WAN networks and wireless environments across all campuses and administrative sites.
3. Maintain daily operations and integrity of infrastructure systems across core, distribution, and edge network layers.

Infrastructure Configuration, Operations and Maintenance

4. Apply IOS updates, patches, and configuration changes in accordance with district policies and change control procedures.
5. Troubleshoot hardware and software issues related to infrastructure and escalate complex issues as needed.
6. Administer and support activities within Network and Data Operations Centers (NOCs) to ensure continuity of services.
7. Monitor systems proactively and respond to outages and incidents affecting district operations.
8. Works with cabling and distribution infrastructure plant systems, and installation, cable structure certifications.
9. Maintain accurate device configurations and ensure compliance with infrastructure standards.

Infrastructure Security and Compliance

10. Implement and support infrastructure security measures, including ACLs(spell out), VLAN segmentation, firewall rules, and intrusion prevention systems.
11. Assist in the response to infrastructure-related security incidents and vulnerabilities.
12. Ensure all systems comply with district cybersecurity policies and legal regulations.
13. Follows incident and change management protocols, documentation, and reporting.
14. Support the implementation of backup, recovery, and failover plans for critical infrastructure services.
15. Assist with disaster recovery testing and infrastructure continuity planning.

Troubleshooting and Technical Support

16. Serve as Tier 2/Tier 3 escalation for infrastructure-related incidents and service requests.
17. Diagnose and resolve issues related to connectivity, bandwidth, latency, and device performance.
18. Collaborate with Help Desk staff and system engineers to ensure timely issue resolution and user support.

Documentation and Inventory Management

19. Maintain current network diagrams, infrastructure and distribution frame plant systems documentation, device configurations, inventory records, VLANs, IP Schemas and standard operating procedures.

Project Collaboration and Support

20. Participate in the deployment and integration of new infrastructure projects, upgrades, and network expansions.
21. Collaborate with engineers, vendors, and cross-department teams to support infrastructure initiatives and capital improvement efforts.
22. Contribute to planning and testing efforts for system changes, ensuring minimal disruption to district operations.

Professional Development and Innovation

23. Stay current on infrastructure technologies, tools, and best practices through research, training, and certifications.
24. Attend professional & leadership growth opportunities and maintain a broad and current knowledge of emerging technology, innovation, equipment, and systems.
25. Identify opportunities for process and performance improvements within the district's infrastructure

JOB DESCRIPTION

environment.

26. Recommend enhancements to increase system reliability, scalability, and security.

Additional Responsibilities

- 27. Sustain and adhere to IT Professional's Code of Ethics and Standards of Conduct.
- 28. Provide optimal customer service to all students, employees, parents, community members and stakeholders and assists in community awareness of district technological goals and programs.
- 29. Comply with policies established by federal and state law, State Board of Education rule, and local board policy.
- 30. Uphold and adheres to safety rules and policies of the EPISD ISD safety program.

Supervisory Responsibilities

None

Equipment Used

Included but not limited to: network test equipment including analyzers, wire testers and general test equipment; switches, routers, personal computer/laptop, other related equipment.

Physical and Mental Job Requirements

Mental Demands/Physical Demands/Environmental Factors

- Maintain emotional control under stress. Repetitive hand motions and prolonged use of computer. 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; 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 with 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

JOB DESCRIPTION

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.