



Job Title: Director of Network & Communications Infrastructure

Exemption Status/Test: Exempt

Reports to: Chief Information Officer

Date Revised: September 1, 2015

Dept. /School: Technology and Information Services

Primary Purpose(s)/Secondary Role(s):

- Maintain enterprise level Identity Management service
- Design and operate Metropolitan Area Network (MAN) and Local Area Networks(s) (LAN) in all GISD facilities
- Maintain a responsive and high performing wireless infrastructure
- Oversee the deployment and management of the Network Operations Center (NOC)
- Document, monitor, troubleshoot, and configure network infrastructure devices
- Responsible for processes and tools to use single sign-on for user authentication of multiple, related Web applications
- Support network functions in support of Building Automation System (BAS)
- Administration of the E-rate program
- Support the process of asset and configuration management, cloud services, and virtual/online learning platforms
- Secondary support to Active Directory
- Ensure a focus on business process improvement and project management best practices, leading to higher Return on Investment (ROI), cost savings, and quality of service for school district stakeholders
- Work aggressively to ensure that all work lines up with IT strategy, school district priorities and instructional vision, regulatory guideline satisfaction, and has positively impacts student outcomes
- Provide management, direction and leadership to all TIS staff that help architect, operate and maintain technologies
- Support processes for the deployment and use of a technology and infrastructure delivered via the cloud as a service, i.e. Infrastructure as a Service (IaaS)
- Support the processes to enable a set of teaching and learning tools designed to enhance a student's learning experience
- Provide support to other departments to ensure quality delivery of VoIP, video surveillance, and other network dependent services

Qualifications:

Education/Certification:

Bachelor's degree in Business, Education or Information Technology, or related disciplines preferred; four additional years of similar and relevant experience may be substituted for this requirement, MBA in related disciplines is preferred, but not required

Information Technology Infrastructure Library (ITIL) Foundation Level required, Project Management Professional (PMP) preferred, Registered Communications Distribution Designer (RCDD) preferred

Special Knowledge/Skills:

Fiber Optic Infrastructure, particularly outside plant, and its maintenance, management, and operations

Design and support of fiber optic transport technologies, particularly wave division multiplexing (DWDM & CWDM) technology
Cisco System products (or equivalent) and their design, configuration, deployment, and management
Demonstrated understanding of Ethernet, TCP/IP, and wireless network design, build and operations
Proven technical experience with broad knowledge and support of networks, servers systems, applications, databases and messaging technologies
Storage Area Network (SAN) technologies including Hyper-V and VMWare
System and network management frameworks
Regulatory compliance issues, as well best practices in system and network security
Excellent organizational, communication, and interpersonal skills
Demonstrated history of advanced customer service, communication, and interpersonal skills
Demonstrated history of leadership with multi-million dollar, customer facing projects and systems spanning the entire enterprise
Advanced knowledge of industry best practices relative to IT management including methodologies, frameworks and standards such as ITIL, ISO 9000, Six Sigma, etc.
IT Project Management and enterprise technology implementation
Capacity to promote and follow Board of Education and Superintendent Policies and school department processes
Ability to communicate, interact and work effectively and cooperatively with all people, including those from diverse ethnic and educational backgrounds
Recognition of the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator

Experience:

Minimum of ten years of experience designing, implementing and operating successful enterprise class (50+ sites, 50,000 device) networks, vendor evaluation and relationships management; Request for Information (RFI) and Request for Proposal (RFP) writing and evaluation
Minimum of five years of leadership experience of a highly effective team of network engineers and technicians and budget experience, knowledge and understanding of K-12 educational organization, goals and objectives, policies and procedures, and development of IT services in a large educational institution

Required Skills:

1. Microsoft Office applications, Enterprise applications, and other IT applications
2. Diagramming and software; Visio, MS Project and Web tools
3. Strong project management skills, including experience with large scale projects, working effectively across organizational boundaries and disciplines
4. Strong team-building skills with technical and non-technical staff
5. Ability to leverage the full potential of SolarWinds or other network monitoring and management systems for efficiency and transparency of network service delivery
6. Experience with regulatory compliance issues, as well as best practices in system and network security

Major Responsibilities and Duties:

1. Maintain a reliable and high performing network and communications systems infrastructure that is meeting the needs for the students, teachers, staff and community of GISD
2. Meet or exceed all metrics related to network and communications systems infrastructure within all schools and GISD locations
3. Collaborate and provide an escalation/problem support (level 2& 3) for the support area to resolve network related and customer issues and problems within Service Level Agreements (SLAs)
4. Analyze complex business needs presented by schools and administrative departments, and develop and implement technical solutions

5. Present technology and network solutions to executive management
6. Develop and implement school district standards and specifications for networks and communications systems infrastructure
7. Provide network and communications systems design and documentation in all GISD facilities
8. Provide high-performing network access measured on KPI's to the Internet and GISD network services
9. Prepare and maintain E-Rate related projects and budgets as well as other grant related projects
10. Develop and manage budget for area based on documented needs, ensure that operations are cost-effective and available funds are managed wisely
11. Prepare, review and revise all job descriptions in the network and communications systems area
12. Perform other duties as assigned

Supervisory Responsibilities:

- Actively maintain a culture of shared leadership with other TIS Directors
- Foster a culture of accountability so that all TIS staff know what they need to achieve in order to be considered successful
- Provide appropriate autonomy to lead technical experts, while holding them accountable for overall success of their subsystems and projects
- Help to create a growth path for all staff through such efforts as peer-to-peer mentoring and cross-training, while also incentivizing staff to engage in vendor/industry training seminars and accredited continuing education programs

Mental Demands/Physical Demands/Environmental Factors

Tools/Equipment Used: Standard office equipment including personal computer and peripherals; standard instructional equipment

Posture: Moderate standing; occasional kneeling, squatting, bending, and stooping

Motion: Moderate walking

Lifting: Regular light lifting and carrying (less than 15 pounds); occasional moderate lifting and carrying (15-44 pounds)

Environment: Work inside, may occasionally work outside (exposure to sun, heat, cold, and inclement weather); exposure to noise

Mental Demands: Work with frequent interruptions; maintain emotional control under stress

This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsible and duties that may be assigned or skills that may be required.