

CLOVIS UNIFIED SCHOOL DISTRICT

POSITION DESCRIPTION

Position:	Director, Information Technology	FLSA:	Exempt
Department/Site:	Information Technology Services	Salary Grade:	53
Reports to/Evaluated by:	Chief Technology Officer	Salary Schedule:	Classified Management

SUMMARY

The Director provides leadership and directs the District’s technology efforts to ensure the delivery of IT services and the execution of technical strategies that support the organizations curricular and business needs. The Director provides vision and participates in the strategic planning, development, and implementation of IT initiatives, as well as, supporting those initiatives in a hands-on manner. The Director is responsible for all aspects of the organization’s information technology systems and to provide communications to management, monitor progress and manage risk associated with those systems.

The ideal candidate will have had hands-on experience with progressively increasing responsibilities and leadership within all of the following areas: metro, wide, and local area network infrastructure, fiber and copper connectivity, e-mail, VoIP , Internet filtering, highly available servers, VMs, storage, backup systems, security administration, website/intranet development, and enterprise application and data base development. The ideal candidate will also have strong project management skills and be able to lead and mentor small teams to deliver high-quality results with the absolute highest levels of customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides direct supervision of the Network Manager and Customer Services Supervisor.
- Responsible for the entire data network including operations planning and design, work order generation, moves, adds, changes, fault prediction and preemptive monitoring, trouble detection/correction, traffic measurement, circuit analysis, path testing, and general maintenance. Also ensures proper installation and configuration of the full range of network, copper, fiber-optic, and wireless devices.
- Working with the Manager of Network Services, assists in the supervision of the administration of Windows Active Directory, VMware ESX Clusters, Enterprise class SAN storage, Cisco Networking Equipment, Cisco Unified Communications VoIP telephony systems, Microsoft Exchange messaging system, networked print servers, and all other supplementary systems.
- Manages, monitors, and reports metrics as they pertain to network utilization, internet utilization, network and server availability and performance.
- Researches, determines, defines, and proposes changes and upgrades to network infrastructure, operating systems, and applications to ensure continuous operations, desired performance, and service.

- Manages and participates in troubleshooting and resolving complex network hardware and operations problems, including but not limited to connectivity, internet access, wireless connectivity and coverage, electronic mail, file, and web servers. Works with fellow staff, equipment users, vendors, and independent contractors to identify and resolve problems.
- Provides technical input and oversees the planning and design of networks for new schools, modernizations, and library media centers. Oversees new network installations to ensure they meet the district standards.
- Establishes protocols and procedural controls for operation of the network systems.
- Oversees the development of documentation and routinely trains staff on network equipment, systems, and procedures.
- Read/write reports, business correspondence, technical procedures and requests for proposals. Effectively present information and respond to questions from technical and non-technical staff and stakeholders.
- Work collaboratively with other teams to design process, data and technical solutions that involve network access and resources.
- Manage multiple projects and deliver consistently to the expectations of different stakeholders.
- Implements and monitors security and disaster recovery planning.
- Performs other duties as assigned that support and compliment the overall objective of the position.

QUALIFICATIONS

Knowledge and Skills: Requires specialized professional knowledge of local and wide area networks and networking/routing protocols; VMware administration and troubleshooting, Microsoft Windows technologies including DNS, DHCP, Active Directory, terminal services, IIS, Group Policy, Printing, and Exchange. Extensive knowledge on multiple operating systems is required including, Windows, Macintosh, iOS, Linux, and Android. Requires well-developed communication skills to convey highly technical concepts with a wide range of internal contacts and administrators, as well as to deal effectively with external contractors. The successful candidate must have excellent personnel management, written and oral communication, and consensus building skills. They must be able to conduct training, facilitate small group processes, and coordinate and communicate with other departments in the district to achieve a common goal.

Abilities: Must be able to plan, design, organize, and implement a network with multiple servers and perform the full range of complex and technical duties described above. Must be able to analyze and evaluate the needs of users and develop the most effective program or solution to meet those needs. Must know how to install, configure, maintain and troubleshoot equipment, systems and programs used by District offices and sites. Must be able to prioritize and delegate work. Must be able to read, interpret and apply complex technical information, and relay that information to district stakeholders. Must be able to train, supervise and evaluate assigned staff.

Physical Abilities:

Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl, climb ladders, and reach to install cables and equipment. Requires sufficient hand eye co-ordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to lift, push, and pull objects of heavy weight (less than 75 lbs.) on an occasional basis. Requires the ability to work in confined areas with noise variations, dust, and limited ventilation. Ability to sit for extended periods of time.

Education and Experience: Requires a Bachelor's degree in computer science or closely related technical field and 5+ years of experience in network operations, network administration, and personal computer support. Additional experience may substitute for some higher education. Industry certifications such as Microsoft Certified Systems Engineer (MCSE), MCITP, Cisco Certified Network Associate (CCNA) (CCIE), VMware Certified Professional (VCP) or equivalent certifications are preferred. The job requires specific experience in the design, and on-going support of a local and wide-area network, business procedures, managing technical personnel, and academic applications.

Licenses and Certificates: MCSE, MCITP, CCNA, CCIE, or VCP. Requires a valid driver's license.

Working Conditions: Work is typically performed indoors where some safety considerations exist from physical labor, positioning in cramped areas, and handling of medium weight, yet, awkward materials. Travel to and from sites is frequently required.