



**Job Description**

Job Title: **Field Engineering, Technical Manager**  
 Job Family: **Non-Certified**  
 Pay Program: **Administrative**  
 Prepared/Revised Date: **September 2015**

Job Code: **090528**  
 FLSA Status: **Ex - C**  
 Pay Range: **L 4**  
 Work Year: **12 months**

**SUMMARY:** Supervise the Field Engineering team of Academic Computing Services and manage projects and operational priorities to ensure high levels of service and efficient & timely progress on project work & innovation initiatives. This position includes operational responsibility for site network infrastructure, end-user device fleet support, technology planning and incident response support for site leadership. Work with information technology (IT) and district leadership in a highly collaborative and transparent manner to assess general departmental performance and specific incidents, and then provide tactical response, strategic planning, change management, and policy development. Participate in the IT leadership team to provide management, direction and leadership to the Academic Computing Service department in collaboration with the entire IT department.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

<b>Job Tasks Descriptions</b>	<b>Frequency</b>	<b>% of Time</b>
1. Supervise the Field Engineering team to ensure that projects meet success criteria, and exceed service level agreements or customer expectations. Coordinate projects and operational responsibilities of the team to balance load and manage demand to maximize operational quality of service and the rate of innovation.	D	10%
2. Report analysis, and strategic planning to the academic computing services executive director to ensure that the performance of individuals and teams is of a level necessary to assure success on projects and initiatives. Coordinate with all members of IT leadership to ensure that internal and external service level agreements and project progress are on track.	W	10%
3. Directly audit switches and network equipment using district management consoles as well as oversee the processes by which the team jointly monitors these systems for performance, tuning, and appropriateness of configuration. Provide back-up support to analyze, diagnose, and maintain district computing systems in assigned geographic areas.	W	10%
4. Manage planning, installing and the integration of district networks for all user devices including desktop, laptop, audio-visual, and mobile devices.	W	10%
5. Evaluate training need, facilitate and provide training for Field Engineering. Personally maintain the professional technical ability to evaluate and direct the quality of configuration and service provided by Field Engineering.	W	5%
6. Responsible for performance evaluation and growth plans of Field Engineer team.	W	5%
7. Manage the planned test processes to maximize network and device fleet quality of service. Provide a change management process and log configurations to ensure accountability and facilitation of forensics and root cause analysis of network incidents.	Ongoing	10%
8. Coordinate with district leadership and project managers to transparently prioritize project deadlines in relation to departmental resources and operational load. Manage expectations and appropriateness of messaging to facilitate strong collaborative relationships and realistic perspectives. Owns all aspects of communication between IT Field Engineering team and IT Infrastructure team and help to develop and implement communication plans in support of various projects and initiatives.	D	10%
9. Works with IT Service Desk to ensure ticket prioritization and escalation process are implemented.	D	10%
10. Responsible for supervision of college aide employee, initial training and placement in the field in support of the Field Engineering team.	D	5%
11. Maintain a research regimen of emerging technologies, practices, and policies that might advance the capabilities, service qualities and security posture of the district	W	5%
12. Ensure security best practices, incident response, evidence handling, and protection of data privacy in regards to field engineering under the direction of the principal systems architect	D	5%

and security lead. Facilitate security awareness, best practice, and education in support of the Field Engineering team, end-users, and active district vendors.		
13. Other Duties as assigned.		5%
TOTAL		100%

**EDUCATION AND RELATED WORK EXPERIENCE:**

- Bachelor’s Degree in computer science or equivalent major. Four (4) additional years of similar and relevant experience may be substituted for this requirement.
- Advanced degrees such as Master of Business Administration (MBA) or Master of Computer Science preferred
- Minimum of six (6) years of progressively advancing systems administration and/or technical supervisory experience.
- Experience with systems lifecycle management, ITIL and/or other best practices frameworks for managing IT.

**LICENSES, REGISTRATIONS or CERTIFICATIONS:**

- Criminal background check required for hire.
- Prefer related technical and security certifications from vendors or standards groups. For example, Microsoft, Cisco, or ISC<sup>2</sup>.

**TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:**

- Strong ability to engage the department’s technical responsibilities, challenges, strategies, and technology install base at the senior level.
- Ability to manage technical teams in a high-performing, rapid-paced team environment and contribute cultural momentum that fosters agility, strong technical discourse, positive work environment, and meaningful accountability.
- The ability to provide effective criticism, disciplinary feedback, forward-looking coaching, and growth planning to technical staff both as a group and individually.
- Ability to manage complex and urgent priorities at the team, department, institutional, and multi-institutional level, and adapt that management style to an evolving departmental culture and situational change.
- Ability to interpret and convey technical information to a non-technical audience.
- Ability to manage multiple priorities.
- Ability to promote and follow Board of Education policies, Superintendent policies, building and department procedures.
- Ability to communicate, interact and work effectively and cooperatively with all people, including those from diverse ethnic and educational backgrounds. Willingness to contribute to cultural diversity for educational enrichment.
- Ability to recognize 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.

**MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:**

- Ability to implement and service resilient deployments of switch, router, and WiFi infrastructure using a variety of routing and switching protocols as well as use physical test and diagnostic equipment to troubleshoot
- Knowledge of enterprise-scale Windows Server deployment and maintenance strategies, virtualization platforms, large-scale application vetting, securing, and deployment.
- Knowledge of and ability to manipulate routing and switching infrastructure, SDN network features, VoIP, virtualization, and remote support systems.
- Knowledge and management of scripting practices within a technical team
- Strong knowledge of and ability to install and configure a Mac OSX, configure and troubleshoot Microsoft Windows Server.
- Server-class machines (Intel, HP, Dell), Network Attached Storage devices, Other Operating Systems (Unix, Linux, MS-Server) and various network appliances.
- Advanced operating knowledge of and experience with personal computers and peripherals.

**REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:**

	POSITION TITLE	JOB CODE
<b>Reports to:</b>	Academic Computing Services Executive Director	5039

	POSITION TITLE	# of EMPLOYEES	JOB CODE
<b>Direct reports:</b>	Systems Administrator, Entry Level	4	090515

	Systems Engineer, Journey	4	090516
	Electronics Engineering Technologist	1	031006
	Technical Support Analyst, Senior	1	1454
	Technical Support Analyst, Entry	1	1488

**BUDGET AND/OR RESOURCE RESPONSIBILITY:**

- none

**PHYSICAL REQUIREMENTS & WORKING CONDITIONS:** *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle or feel				X
Reach with hands and arms		X		
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk			X	
Hear			X	
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds			X	
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze			X	
Communicate			X	
Copy		X		
Coordinate		X		
Instruct		X		
Compute			X	
Synthesize		X		
Evaluate			X	
Interpersonal Skills			X	
Compile			X	
Negotiate	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock		X		
Work with explosives	X			
Risk of radiation	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	