Adams12 Five Star Schools

Job Description

Job Title:	**Infrastructure Engineering/ Cyber Security Manager**	Job Code:	**130901**
Job Family:	**Non-Certified**	FLSA Status:	**Ex - C**
Pay Program:	**Administrative**	Pay Range:	**L 5**
Prepared/Revised Date:	**September 2015**	Work Year:	**12 months**

SUMMARY: Manage the Infrastructure Engineering & Cyber Security team members of Academic Computing Services in support of district technologies, including the IT systems architecture, virtualization, storage, data digital communications, cyber security, application server support and systems integration. Create an effective security architecture, system resilience & capacity, and incident response capabilities while maintaining service levels. Establish and maintain interdepartmental relationships and provide critical communication to key leaders and stakeholders for IT infrastructure and cyber security initiatives. Responsibilities include formulating policies, service levels, and project charters. Primary point of accountability and escalation of infrastructure and security issues from Field Engineering, software groups, and service desk for overall support activities, including problem, change, incident management, security, and project issues.

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.*

Job Tasks Descriptions	Frequency	% of Time
1. Manage the Infrastructure Engineering and Cyber Security team members to ensure that service levels exceed targets, projects meet operational success criteria, and customer expectations are met, particularly the performance of the core network, systems virtualization, WAN infrastructure, access network architecture, ISP, server systems, cloud services connections, SAN, and security measures.	D	20%
2. Provide strategic planning and report analysis to the academic computing services executive director and IT leadership to support accountability in operations, project work, and security posture. Develop communications strategies around projects, issues, and district priorities.	D	15%
3. Provide performance evaluations and growth plans of Infrastructure Engineer and Cyber Security team members. Evaluate training options in relation to staff and institutional needs and facilitate training for the Infrastructure Engineering and Cyber Security teams. Maintain the professional technical ability to evaluate and direct the quality of configuration and service provided by Infrastructure Engineering and Cyber Security team members.	D	10%
4. Devise and help manage the development and implementation of global security policy, business continuity planning, loss prevention, fraud prevention, privacy, standards, guidelines, practices, and procedures. Ensure the protection of district user devices, the defense of network space, appropriate hardening and resilience planning of applications, and assurance of required levels of confidentiality, integrity, and availability of district data.	D	10%
5. Coordinate with district leadership and project managers to identify and prioritize service levels, technical configurations, security issues, and project goals in relation to departmental resources, institutional objectives, situational risk, and operational load. Manage expectations and appropriateness of messaging to facilitate strong collaborative relationships and realistic perspectives. Oversee interdepartmental and district-wide cyber security efforts, involving information technology, human resources, communications, legal, facilities management and other groups.	D	10%
6. Maintain external district and professional relationships with vendors, other governmental entities, law enforcement, and professional organizations to ensure than the district is well informed in decision making, aware of emerging options and issues, and enabled by strong relationships.	W	10%
7. Maintain a research regimen of emerging technologies, practices, and policies that might advance the capabilities, service qualities and security posture of the district	D	10%
8. Guide security practices and policies that encompass emergency procedures for business continuity, cyber security incident response, business continuity, vulnerability assessment, cyber defense architecture maintenance, and security auditing for server, cloud, network infrastructure, data center, and end-user devices.	D	10%
9. Perform other duties as assigned.	D	5%

TOTAL	100%

EDUCATION AND RELATED WORK EXPERIENCE:
- Bachelor's degree in information technology. Four (4) additional years of similar and relevant experience may be substituted for this requirement.
- Eight (8) or more years of experience with progressively advancing responsibility in infrastructure engineering, enterprise design, computer security, and team lead positions is required.

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[2].

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:
- Strong working knowledge of maintaining operational service levels while maximizing innovation through extensive project, process, communications, and change management for an enterprise of over 40,000 users.
- Strong management, analytical, interpersonal and collaboration skills.
- Strong communications skills in terms of explaining complex technologies to a variety of audiences, managing communications campaigns for effective change, risk mitigation, and operational integrity.
- Strong skill forming, leading and motivating technical staff, response teams, inter-departmental, vendor, and multi-institutional teams in a rapid-paced team environment
- Ability to lead security assessment, auditing, monitoring, tracking, investigation, and incident response functions of enterprise-class IT systems.
- Demonstrated track record in top tier incident response, strategic technology analysis and infrastructure implementation for a large organization.
- 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.
- Extensive knowledge supporting the critical evaluation, creative options generation, and problem solving for institutional operational readiness, business continuity, security risk, and innovative opportunity.
- 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:
- Extensive in-depth hands-on knowledge of information systems architectures across a variety of implementations, manufacturers, and architectures including routing/switching, high density computing, virtualization, SAN, SDN, QoS, WAN, enterprise systems management, security systems, end-user device fleet, communications technologies, data center environmental support systems, wireless technologies, advanced fiber optic and copper cable plants, and both PBX and VoiP telephony.
- Expert knowledge of IT security assessment tools, computer forensic systems, encryption infrastructure options, technical options of large enterprise IT systems, and architectural choices.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Academic Computing Services Executive Director	5039

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	Systems Administrator, Senior	4	090517
	Network Engineer, Senior	1	090527

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			
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	