

Job Title: **Infrastructure Engineering Manager**  
 Job Family: **Non-Certified**  
 Pay Program: **Information Technology Administrative**  
 Typical Work Year: **12 months**

Job Code: **130901**  
 FLSA Status: **Ex - C**  
 Pay Range: **L 5**

**SUMMARY:** Manage the Infrastructure Engineering team in the Academic Computing Services group within the Adams 12 Information Technology (IT) department. Responsible for operations and maintenance of key IT infrastructure including areas such as virtualization, storage, digital data communications, cyber security, application server support, core/WAN/edge networks, and systems integration. Continually improve technology architecture, system resilience and capacity, and incident response capabilities while meeting service level expectations. Maintain intradepartmental and interdepartmental relationships and provide critical communication to key leaders and stakeholders relative to IT infrastructure and cyber security initiatives. Serve as the primary point of accountability for, and escalation of infrastructure and cyber security issues, including infrastructure-related service requests from teams across IT such as Field Engineering, software groups (Administrative Data Services), and service desk, as well as customers and stakeholders outside of IT.

**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. Manage the Infrastructure Engineering team to ensure that service levels exceed targets, projects meet operational success criteria, and customer expectations are met, particularly in relation to the performance of the core network, systems virtualization, WAN infrastructure, access network architecture, ISP, server systems, cloud services connections, SAN, and cybersecurity measures.	D	15%
2. Provide strategic planning support to the Academic Computing Services Executive Director and IT leadership. Provide active and engaged leadership in the IT infrastructure space with respect to architecture, operations, project work, and security posture. Develop communications strategies around projects, issues, and district priorities under guidance from IT leadership and in concert with District Communications.	D	15%
3. Under guidance from IT leadership, based on frameworks like ITIL, Six Sigma and/or Lean, and with input from industry experts or external auditors, continually improve the following: alignment of the work in this space with the needs and strategy of the larger organization, key business processes and performance indicators, and reduction or elimination of areas where knowledge and/or burden are concentrated in an individual team member with no backup from internal or external sources. Report such progress on a regular basis to IT leadership.	D	15%
4. Provide performance evaluations and growth plans to Infrastructure Engineering team members. Evaluate training options in relation to staff development and institutional needs and facilitate training for the Infrastructure Engineering team. Maintain the professional technical ability to evaluate and direct the quality of configuration and service provided by Infrastructure Engineering and team.	D	10%
5. Utilizing input from district stakeholders, industry peers and experts, and with approval and guidance from IT leadership devise, implement and manage a plan for cyber security, business continuity, loss prevention, fraud prevention, data privacy, and online student safety. As part of this plan ensure the protection of district user devices, the defense of network space, appropriate hardening and resilience of applications, protection of digital assets and organizational reputation, and assurance of required levels of confidentiality, integrity, and availability with respect to district data.	D	10%
6. Coordinate with district and IT leadership 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. Facilitate interdepartmental and district-wide cyber security efforts, involving	D	10%

information technology, human resources, communications, legal, facilities management and other groups.		
7. Maintain external district and professional relationships with vendors, other governmental entities, law enforcement, and professional organizations to ensure that the district is well informed in decision making, aware of emerging options and issues, and enabled by strong relationships.	W	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, business administration or related field.
- Master’s degree in information technology, business administration or related field preferred.
- Five (5) or more years of experience with progressively advancing responsibility in infrastructure engineering, enterprise design, and/or team lead positions is required.
- At least eight (8) years of hands-on experience with operations and maintenance of key IT infrastructure in one or more of the following areas: virtualization, storage, digital data communications, cyber security, application server support, core/WAN/edge networks, and systems integration.

**LICENSES, REGISTRATIONS or CERTIFICATIONS:**

- Criminal background check required for hire.
- CISSP, ITIL and PMP certifications preferred.
- Technical and security certifications from vendors or standards groups. For example, Microsoft, Cisco, or ISC<sup>2</sup>.

**TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:**

- Strong background in and leadership experience with change management, continuous improvement, enterprise systems and customer service.
- Strong working knowledge of maintaining and improving 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 be on-call including nights, weekends and holidays.
- 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.
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cyber-security with respect to student and staff data, and related information systems
- 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, District 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, 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 VoIP telephony.

**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, 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			

<b>WORK ENVIRONMENT:</b>	<b>Amount of Time</b>			
	<b>None</b>	<b>Under 1/3</b>	<b>1/3 to 2/3</b>	<b>Over 2/3</b>
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			

<b>VISION DEMANDS:</b>	<b>Required</b>
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

<b>NOISE LEVEL:</b>	<b>Exposure Level</b>
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	