

INFRASTRUCTURE MANAGER (School Districts)

DISTINGUISHING FEATURES OF THE CLASS:

This is a high level technical and managerial position responsible for planning, organizing, managing and ensuring the stable operation of a School District information technology (IT) infrastructure. The incumbent participates in the development of IT strategies that are aligned with a School District's initiatives and designs, and implements both short-term and long-term plans to ensure infrastructure capacity meets existing and future requirements. The position is also responsible for technical staff overseeing installation, maintenance of servers, workstations, and related devices at multiple sites throughout the District. Work is performed under general direction of a higher level administrator, with considerable leeway for solving problems in the field. Supervision is exercised over technical staff to ensure high standards of operability. Work may be performed outside of normal work hours to avoid the interruption of computer usage.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Manages virtual server and desktop infrastructure;
2. Oversees the installation of system software and operating system updates;
3. Oversees policies and procedures for file and data maintenance and backup;
4. Oversees the provision of support for users including the investigation, diagnosis and resolution of problems associated with hardware and software;
5. Supervises technical staff spanning multiple technical IT disciplines including application development, server and workstation installation and support, infrastructure analysis and development, hardware installation, storage area networks (SAN), desktop computers, and mobile computers and related equipment;
6. Assist with infrastructure budget and technology planning;
7. Develops, implements, and maintains all routines for servers and workstation patch management, IT Continuity and Disaster Recovery Plans for all systems;
8. Monitors wireless infrastructure, infrastructure alerts for servers and switches, and responds as needed;
9. Creates and researches documentation for systems to be referenced by technical team, feasibility studies for various upgrade projects, system improvements and system conversions;
10. Negotiates with vendors, outsourcers and contractors to secure infrastructure specific products and services.

INFRASTRUCTURE MANAGER (School Districts) cont'd

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of various computer platforms, and operating systems;
Knowledge of Virtualization Infrastructure Systems (server and desktop);
Knowledge of software packages for word processing, spreadsheets and database management;
Ability to analyze, evaluate and adapt new infrastructure and technologies into current and future IT systems;
Ability to identify, analyze research and develop and implement solutions for complex problems;
Ability to exercise independent initiative and good judgment;
Ability to establish and maintain effective working relationships with staff, representatives of other school districts and vendors;
Ability to supervise and evaluate the work of others;
Ability to write technical documentation, guidelines and justifications;
Personal characteristics necessary to perform the duties of the position;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- EITHER: (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Computer Science, Information Systems or a closely related field and six (6) years of recent* full-time work experience in systems network analysis, design, implementation and support in a LAN/WAN setting;
- OR: (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Computer Science, Information Systems or a closely related field and eight (8) years of recent* full-time work experience in systems network analysis, design, implementation and support in a LAN/WAN setting;
- OR: (C) An equivalent combination of education, training and experience between the limits of (A) and (B) above.

*Recent work experience is defined as work occurring within the ten (10) years immediately prior to the date of application.

Part-time work experience is not acceptable.

SPECIAL REQUIREMENT:

Possession of a New York State Driver License at time of appointment and to maintain position.

Adopted: 10/4/2013