

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: SUPERVISOR – ENGINEERING AND INFRASTRUCTURE TECHNOLOGY SERVICES

GENERAL STATEMENT OF JOB

Reporting to the Director of Enterprise Operations, the Supervisor of Engineering and Infrastructure position ensures high levels of IT customer service and is the executive leader in charge of all enterprise projects. Serving as part of Technology Services team, this individual will take on the ownership and accountability for all operations and effectiveness of the following areas: Telephony Services; Network and Infrastructure; Cyber Security; and Communications and Security Projects.

The role requires project management and leadership skills, a thorough understanding of physical and core technologies, and close collaboration with other department and district stakeholders. The ideal candidate will have extensive IT support experience and a working knowledge of device configuration, applications support, and deployment at large scale within an educational environment. In addition, the candidate should have strong problem solving and communication skills with the drive and hands on leadership qualities needed to deliver on challenging project goals.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Effectively lead, guide, manage, and mentor a team of internal and external technical resources to deliver high quality of services to district stakeholders.

Ensures execution and delivery of IT project portfolio and initiatives.

Monitors for response-time of team services.

Provide, facilitate, and/or assist with new-hire training when necessary.

Implement, monitor, and review team and employee performance statics.

Manage job performance of the individual teams, including coaching, feedback, schedule requests, and bi-annual performance evaluations.

Thorough familiarity with and documentation of the district's WAN and LAN network topology and infrastructure, computing device inventory, and information technology operations, policies, and procedures.

Install, configure, and maintain Cisco switching devices, wireless controllers, wireless access points, and firewall and the associated services (DHCP, SNMP, VLAN, etc.).

Install, configure, and maintain Windows Server 2012 Active directory Servers and user accounts with an emphasis on group policy assignment and PowerShell scripting.

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Configure and utilize the Google Apps Director Sync and Google apps manager utilities for the automation of Google Apps for Education user accounts.

Serve as the primary administrator of the Zscaler internet content filtering service.

Monitor and analyze LAN, WAN, and internet bandwidth utilization to prevent and/or resolve network performance issues.

Partner with stakeholders to identify, develop, implement, and assess emerging technology strategies.

Identify and assess current and emerging opportunities that impact: IT procurement, hybrid and multi-cloud, cyber security, edge and IoT infrastructure and security, account provisioning implementations, and end-user computing configurations and deployments.

Manage relationships with consultants and business partners.

Report trends and provides feedback to IT operations, senior managers and other team members.

Develops and maintains in-depth knowledge of the inner workings of district's enterprise operational systems.

Develops and maintains processes for consistency and increased productivity.

Oversees the creation and sustainability of standard operational procedures, best practices and other relevant documentation based on best practices, real-time and historical data and reporting.

Develops an effective process for prioritizing and managing cross-functional IT projects.

Effectively collaborate with cross-functional areas for resolution of tickets and issues.

Collaborates in the procurement of IT hardware and software.

Coordinates with department on disaster and contingency emergency management planning and preparedness.

Strong working knowledge of core technologies (including but not limited to): AD, O365, Azure, Exchange, WAN/LAN/Wi-Fi, VOIP, Core Networking, Cloud Services, MDM technologies, Windows and Apple OS/iOS.

Understanding of partner ecosystems and the ability to leverage partner solutions to solve district IT needs.

Willingness to work flexible hours, non-business hours, or other scenarios required by the flow of operations.

Ability to support frequent standing, walking, lifting, working at heights, and lifting >50 lbs.

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Maintains continuing education credits to keep licensure current and participates in professional development to remain current with emerging technologies and educational research.

ADDITIONAL JOB FUNCTIONS

Perform other duties as assigned.

MINIMUM TRAINING AND EXPERIENCE

- Bachelor's degree or equivalent work experience preferred
- Minimum of three years of in enterprise-scale cloud and/or hybrid infrastructures, architecture designs, migrations, and/or technology management.
- Minimum of three years of experience providing OS, iOS and macOS related technical support or training to end-users
- CCNA certification (If not currently certified; Will obtain certification within one calendar year (365 days)
- Minimum of three years of implementing districtwide eRate projects
- Strong working knowledge of physical IT infrastructures (e.g. Servers, SANs, Networking, etc.) that include:
 - Three years or more of server platform experience
 - Three years or more of wired / wireless network configuration and support experience
 - Three years or more of VOIP/Telephony services experience

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment and tools including computer software, computer hardware, cables, etc. Must be able to exert up to 30 pounds of force occasionally, and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Medium Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

Language Ability: Requires the ability to read a variety of correspondence, technical manuals, newsletters, trade journals, etc. Requires the ability to prepare reports, forms, training materials, documentation, etc. using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical

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instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to give oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including computer terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; understand and apply the theories of algebra and geometry.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape

Motor Coordination: Requires the ability coordinate hands and eyes rapidly and accurately in using computer equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as computer equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

KNOWLEDGE, SKILLS, AND ABILITIES

History of direct decision-making capabilities overseeing enterprise systems, applications, and operations.

Proven leadership skills with the ability to work alongside and coach team members.

Perform and execute organization's safety programs and policies, and compliance knowledge assessments.

Experience with personnel management, staffing, and scheduling.

Experience with integrating a comprehensive set of solutions across key departmental functions to support teaching and learning.

Hands-on experience with supporting large-scale IT initiatives within a public school educational environment.

Ability to adapt and solve challenges quickly and efficiently.

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Ability to work independently and as part of a team.

Ability to effectively prioritize and execute tasks in a dynamic and high-pressure environment.

Able to effectively influence and develop strong relationships with key stakeholders.

Effective communication skills (oral and written), interpersonal, organizational, and presentation skills.

Working knowledge of cabling infrastructure and electronic components required for networking.

General knowledge of software copyright guidelines for educational use.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.