



HEMET UNIFIED SCHOOL DISTRICT

1791 West Acacia Avenue – Hemet, CA 92545 – (951) 765-5100

COORDINATOR OF INFRASTRUCTURE and OPERATIONS

JOB SUMMARY

Under the direction of the Chief Technology Officer; manages the data center, servers, cloud-based services, network & communications, information security and personnel; plans, coordinates, monitors daily operations ensuring availability, usability, and expandability of network and enterprise services. Perform other duties as assigned.

ESSENTIAL FUNCTIONS

- Manages the Infrastructure and Operations division of the Information Technology Department;
- Ensures system reliability and/or continuity of services through oversight of routine and non-routine operations and operational support functions;
- Design and implement strategic plans to ensure infrastructure capacity meets existing and future needs;
- Provide, manage, and implement the design, development, operation, and support of IT systems including the full life cycle of technical architecture, infrastructure engineering, infrastructure operations and support;
- Manage the planning and implementation of application software and operating system upgrades, develop methodologies to ensure disaster recovery of network computers; evaluate, test, and recommend computer networking, hardware, and software purchases;
- Supervise the implementation of software and computer hardware;
- Long and short term planning and execution of work related to infrastructure improvement projects and operational resiliency efforts;
- Establishing operational performance indicators, monitoring progress, and directing adjustments as necessary;
- Ensuring compliance with legal and regulatory requirements and that work is conducted in accordance with district policies and guidelines;
- Leverage best practices approach towards projects, implementations and issue resolutions; ability to provide status updates and reports;
- Develops and supervises the infrastructure and operations team and recommends changes to structure and staffing;
- Conduct research and make recommendations on products, services, protocols, and standards in support of all procurement and development efforts;
- Provide exemplary customer service to all individuals by demonstrating a willingness to be attentive, understanding, responsive, fair, courteous, and respectful. Actively participate in maintaining a positive customer service environment;

KNOWLEDGE OF

- Microsoft Technologies such as Windows servers, SQL, Active Directory; Virtual Machine administration and scaling; Mobile technologies and device management;
- Current and emerging technology related to the position;
- Familiarity with K-12 curriculum, instructional strategies, and the relationship of technology in these areas;
- System backup procedures, disaster recovery, business continuity planning;
- Technical aspects of field of specialty;



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(Continued)

Knowledge of (Continued)

- Oral and written communication skills;
- Interpersonal skills using tact, patience and courtesy;

ABILITY TO

- Explain complex technical issues to non-technical staff;
- Develop solutions to complex technical database management system problems;
- Analyze, troubleshoot and maintain all District infrastructure and computer systems;
- Learn and effectively use software specific to established needs;
- Organize and provide training for District staff;

EDUCATION

Bachelor Degree in Computer Science, Information Systems or closely related field is preferred; Minimum of High School "Equivalent to graduation from High School; required.

EXPERIENCE

Ten (10) years of increasingly responsible experience in Network Operations, IT Infrastructure, IT Business Analysis, or Cyber Security which includes three (3) years of management experience. Experience in a public education environment is preferred, but not required.

ADDITIONAL REQUIREMENTS

- Must possess a valid California Vehicle Operator's license;
- Insurability by the District's liability insurance carrier;

Physical Demands and Working Conditions

The physical requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out the essential job functions.

Physical Demands: Sit, look downward, reach, (up to frequently); stand, walk, bend, stoop, squat, push, pull, foot controls (occasionally); climb stairs, twist (infrequently); repetitive hand activities within close reach, such as files, keyboard and handwriting (frequently); lift/ carry up to 25 pounds (occasionally), may lift/ carry equipment up to 75 pounds (infrequently); extensive reading; use seeing, hearing, and speaking (including in-person, phone and public address.)

Working Conditions: Office environment with multiple staff members, subject to frequent interruptions, continual deadlines and pressures connected to limited funds to meet growing needs. Driving a vehicle to conduct work.

Reasonable accommodations may be made to enable a person with a disability to perform the essential functions of the job.

EMPLOYMENT STATUS

Classified Management Position
Row 31 Classified Management
May 29, 2019