



REVISED:  
09/28/2015

JOB TITLE:	SENIOR MANAGER INFRASTRUCTURE SERVICES
DIVISION	OPERATIONS SERVICES
SALARY SCHEDULE/GRADE:	II GRADE 11, 260 DAYS
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8557
BARGAINING UNIT:	CLAS

**SCOPE OF RESPONSIBILITIES**

Provides and manages a secure, compliant, robust, reliable, scalable and efficient IT infrastructure and directs IT infrastructure support strategy and operations. Manages the district's technology infrastructure activities including the on premise data center, Infrastructure as a Service (IaaS) systems, JCPS Network, server maintenance and deployment, patching, performance monitoring, incident management, problem management, change management, and SLA management. Oversees the day to day support of all production platforms to ensure their availability, integrity, and security of their systems and data. Leverages change management principles (like ITIL) to protect the production environment from unapproved, untested changes. Works on extremely complex problems where analysis of situations and data requires an evaluation of multiple factors. Develops processes and criteria for evaluating technical alternatives to make important decisions.

**PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA**

Oversees all IT infrastructure elements (on premise and service/cloud-based) including but not limited to Active Directory Provisioning, servers, storage management, business continuity and disaster recovery, network and voice management, virtualization, recovery management, upgrades/migrations, data communication, threat management, network performance and availability and Open Records Requests

Creates strategic and long range planning items for IT Infrastructure resource management and prepares and keeps current documentation on all managed systems, including IT business continuity and disaster recovery plans and capacity planning.

Establishes Architecture Standards, standard operating procedures (SOP), practices, and security measures to assure effective and consistent information and operations

Ensures security best practices are implemented and revised, as needed, to maintain the availability, integrity and confidentiality of the information stored on and accessed through the network (firewalls, file rights, backup systems, account management, vulnerability testing, etc

Provides leadership in development, testing and support of the institutional risk management programs for business continuity and IT disaster recovery with redundancy and cost control/reduction within JCPS and KDE limits.

Coordinates and ensures JCPS-wide multi-user computing systems and virtualized systems are well managed/administered to provide the required services to staff. Coordinates efforts with other JCPS departments

Conducts studies of projected enhancements to IT Infrastructure and data center design and operation and proposes recommendations to the Director IT

Develops, prepares and recommends budget for purchasing, upgrading and maintaining components and services of IT Infrastructure. Negotiates purchasing efforts with various vendors and work with internal JCPS purchasing

Provides consultation with administrative and research departments on design, implementation and integration issues of new or upgraded systems, and approves the development and implementation of major IT Infrastructure project timelines

Consults, Negotiates and assists with other teams on projects and integration issues. Serves as a liaison and works closely with JCPS IT and other JCPS Departments, KDE, regulated service providers, vendors and telecommunications organizations

Performs other duties as assigned by supervisor

#### PHYSICAL DEMANDS

The work is primarily sedentary. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, climbing, reaching, with the ability to lift, carry, push or pull light weights.

#### MINIMUM QUALIFICATIONS

Bachelor's Degree in Information Technology or Computer Science

Strong communications skills and experience working alongside other IT and business management professionals

5 years of demonstrable experience leading technical projects and people in an Enterprise IT environment

Strong analytical and problem solving skills coupled with in-depth knowledge of system integration techniques, IT compliance and governance as it relates to operational efficiency and technical support

Effective communication skills

#### DESIRABLE QUALIFICATIONS

ITIL Certification ( or equivalent experience)

PMP Certification ( or equivalent experience)

Master's Degree in Information Technology or similar

Cyber Security experience