DIRECTOR II – NETWORK SERVICES

DEFINITION:
Under the supervision of the Director, Technical Support, leads planning, implementation and support for the District's technology infrastructure, including network, server, security, and related technology. Provides direction to assigned technical personnel. Evaluates current program and new technology developments, and leads efforts to meet anticipated needs. Directs network, data, and cybersecurity programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Defines the vision and strategic plans for the District's technology infrastructure, including WAN/LAN, on-premise data centers, and cloud environments.

- Orchestrates lifecycle management of critical systems, utilizing multi-year roadmaps to scale storage, backup, and administration capabilities.

- Leads the District's comprehensive cybersecurity program, establishing policies to mitigate risks and directing response efforts for major security incidents

- Directs the design and testing of business continuity and disaster recovery frameworks to ensure the availability of mission-critical services.

- Audits, evaluates and leads efforts to improve the District's technology security posture, including staff training and procedures, threat monitoring, issue remediation, and system vulnerabilities.

- Optimizes District resources by leveraging federal (E-Rate), state, and local grant programs for infrastructure procurement.

- Manages complex vendor relationships, negotiating pricing and service level agreements (SLAs) for critical infrastructure and professional services.

- Designs and implements programs to monitor and evaluate technology infrastructure performance and reliability. Manages the intervention, response and after-action assessment related to outages and disruptions. Takes corrective action to improve reliability of services.

- Develops and ensures implementation of technology standards for new construction and renovations in collaboration with Facilities and Maintenance departments.

- Oversees the execution of complex technical projects, including requirements definition, budget development, stakeholder engagement, technical design, testing, implementation, staff training and communications.

- Supervises, provides training, directs the work of, and evaluates assigned personnel. Creates cross training and succession plans to ensure critical systems remain operational and fully supported.

- Coordinates with District leadership to assess long-term needs for technology infrastructure, connectivity, online safety, cybersecurity and specialized educational programs.

- Facilitates effective communication and collaboration within the network services team, between network services and other IT divisions and District departments, and with IT staff and consultants and vendors.

- Directs project-based and ongoing team member support and system assignments to ensure coverage of critical systems, balanced workload and effective team coordination.

- Reviews, analyzes and continuously improves network services support experience and incident response procedures; Leads IT Department response to major incidents.

- Prepares cost and benefit analysis of alternative hardware and software solutions; surveys hardware and software trends and leads the selection, procurement, configuration and implementation of new technology.

- Establishes and governs comprehensive standards for network topology, system architecture, and

inventory and design documentation to ensure operational continuity and regulatory compliance.

- Maintains current specialized and advanced knowledge of networking hardware and software; maintains appropriate network management and security certifications or demonstrates equivalent knowledge.

QUALIFICATIONS GUIDE

Knowledge of:

- Advanced principles of enterprise-level network architecture, including high-availability WAN/LAN design and hybrid-cloud infrastructure.
- Cybersecurity frameworks, threats, strategies, and technical solutions.
- Regulatory requirements for protecting educational and personnel data.
- Methodologies for data protection and the design of resilient systems to ensure minimal downtime.
- Modern standards for physical and virtual data center administration
- Principles of long-term technology planning, including technology lifecycle management, cost analysis, and requirements of public agency procurement and funding programs.
- Principles of effective supervision, performance evaluation, succession planning, and cultivating a culture of continuous improvement within technical teams.

Ability to:

- Design, install, maintain, and document network hardware, software, and operating systems.
- Translate District educational goals into scalable, secure, and sustainable technical infrastructure strategies.
- Direct the District's incident response efforts during major security events and proactively refine security postures to mitigate emerging threats.
- Conduct high-level cost-benefit analyses and leverage diverse funding streams.
- Articulate complex technical risks and infrastructure needs to non-technical District leadership and stakeholders in a clear, persuasive manner.
- Lead integrated projects in partnership with District departments, school sites, and other partners to ensure technology infrastructure aligns with District needs.
- Supervise and mentor a diverse technical staff, ensuring balanced workloads and high standards of service delivery.

EDUCATION/EXPERIENCE:
Any combination equivalent to: bachelor's degree in management information systems or a related field and four (4) years of progressively responsible experience in a lead/senior network, systems administration or other technology infrastructure role.

PHYSICAL DEMANDS:
The physical demands described here 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.

- Dexterity of hands and fingers to operate a computer keyboard.
- Hearing and speaking to exchange information in person and on the telephone.
- Seeing to read a variety of materials and view a computer monitor.
- Sitting, standing or walking for extended periods of time.
- Reaching overhead, above the shoulders and horizontally.

- Lifting, carrying, pushing or pulling objects up to 25 pounds.

WORK ENVIRONMENT:
Indoor environment. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

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