JOB DESCRIPTION

POSITION TITLE: Team Lead Low Voltage, Infrastructure Services	**JOB CODE:** 446D
DIVISION: Office of Technology & Operations	**SALARY SCHEDULE:** Technology Services
DEPARTMENT: Infrastructure Services	**WORK DAYS:** Annual Operational Employees
REPORTS TO: Senior Executive Director of Maintenance	**PAY GRADE:** Rank D (NT04)
FLSA: Exempt	**PAY FREQUENCY:** Monthly
PRIMARY FUNCTION: Responsible *for* the successful completion of the tasks and deliverables within the Infrastructure Services Department; assists in the planning, forecasting, implementation, and identification of resource requirements for network systems (including wireless) of moderate complexity; participates in systems planning, system architecture design and engineering; integrates and schematically depicts systems architectures, topologies, hardware, and software into complete network configurations; evaluates new products, performs network and system problem resolution and assists in the development and documentation of technical standards and interface applications; monitors protocol compatibility, performs system tuning and makes recommendations for improvement; designs, installs, configures, maintains, and optimizes System Operations Manager products; able to handle high volume switch configuration and deployments; wireless troubleshooting; surveys advanced end user support. Maintains, monitors, and updates Cisco Prime Infrastructure ||
REVISION DATE(S): 10/24	

REQUIREMENTS:

1.	Educational Level: Educational Level: Bachelor's degree in Computer Science or related field (or equivalent work experience) that provides the required knowledge and skills in current industry principles and practices of designing, developing, and managing enterprise-wide servers and operating systems
2.	Certification/License Required: None
3.	Experience: Minimum of five years of experience in network engineering and systems administration
4.	Physical Activities: Routine physical activities that are required to fulfill job responsibilities and ability to repetitively lift items weighing a maximum of 60 lbs
5.	Knowledge, Skills, & Abilities: Written and oral communication; ability to thoroughly and accurately document policies and procedures

The Board of Education and the Superintendent may accept alternatives to some of the above requirements.

ESSENTIAL DUTIES:

1.	Supervise and manage Network Infrastructure Team
2.	Directs the activities of subordinate personnel in the Infrastructure Services Department.
3.	Provides input to performance objectives and performance reviews of subordinate personnel in the Infrastructure Services Department.
4.	Develops project plans for Infrastructure Services and researches, evaluates, and makes recommendations concerning new third-party products or industry trends which are related to Infrastructure Services and the impact of using such products.
5.	Writes standard operating procedures (SOPs) and maintains content of current documentation for the network and system administration.
6.	Maintains and documents system configurations, equipment maintenance schedules, system access/control procedures and historical records for Infrastructure Services.
7.	Manages workflow and work orders.
8.	Participates in the development and testing of plans to continue information systems functions in the event of a disaster that interrupts normal network operations.
9.	Participates in development and periodic testing of security processes as they relate to the infrastructure systems and in the resolution of service requests from the Customer Care Center CCC) within approved guidelines and timelines.
10.	Provides direct consultation/support to projects or application developers in the areas of network

	configurations, operations and constructive feedback/commitment to continuous improvement in client-wide quality initiatives.
11.	Participates in the inspections of Software Development Life Cycle (SDLC) deliverables to provide an Infrastructure Services perspective.
12.	Leads the development of network requirements, completes feasibility studies and provides recommendations for the Change Control Board (CCB).
13.	Provides support and consultative services to the end-user community in response to service requests from the Customer Care Center (CCC).
15.	Performs other duties as assigned by appropriate administrator.

Signature of Employee_____ Date _____

Signature of Supervisor _____ Date _____