PUEBLO SCHOOL DISTRICT 60
TECHNICAL JOB DESCRIPTION

It is essential that all employees of Pueblo School District 60 understand our mission is to provide a high-quality education that assures each student the knowledge, skills, and dispositions to lead a life of purpose and impact. Employees support the community and thrive in connecting with our students by embracing the core values of the district, which state:

- We believe that the success of every student is our most important commitment.
- We believe that collaboration and engagement with our community, parents, staff, and students are essential to our success.
- We believe that we must act with integrity, celebrate diversity, and promote equity.
- We believe that each individual must be treated with dignity and respect.
- We believe that the social and emotional well being of our students is as important as their academic needs.
- We believe that it is our responsibility to provide a safe, positive, and supportive environment for our students and staff
- We believe that our community heritage, traditions, and history should inform our response to future student and district needs.

As we embrace these values and consider their impact, we will achieve our vision of being a high performing school district that inspires community confidence. Each employee plays a part, and that contribution should bring us closer to helping each student achieve their dreams.

Job Title:	IT Infrastructure Administrator
Prepared Date:	01/14/2021
Revised Date:	9/25/2023
Work Year:	220 Days
Department:	Technology
Reports To:	Director of Technology
Salary Range:	APT Salary Schedule
Benefits:	Fringe Benefits based on Schedule C Benefits
Status:	FLSA Status: Exempt

SUMMARY:

The IT Infrastructure Administrators role is to oversee the design, development, implementation, deployment, maintenance, and operation of the Information Technology systems infrastructure and communications systems for Pueblo School District 60. This includes ensuring the stability and integrity of in-house voice, data, video, and wireless network services. This is achieved by planning, designing, and developing local area networks (LANs) and wide area networks (WANs) across the organization. In addition, the IT Infrastructure Administrator will manage the installation, monitoring, maintenance, support, and optimization of all network hardware, software, and communication links. This individual will also analyze and resolve network hardware and software problems in a timely and accurate fashion, and provide end user training where required.

QUALIFICATIONS:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

REQUIRED:
- Equivalent of Bachelor's Degree in Computer Science, electrical engineering or related field and four (4) years' experience managing applications and/or systems management
- Certifications in MCSE, CCNA, or equivalent experience with Networking and Active Directory Domain Systems.
- Valid Colorado Driver License and ability to be insured by District Insurance Carrier
- Employee must complete a fingerprint-based criminal background check and must be cleared by the Office of Human Resources
- Must be able to communicate effectively in English, both orally and in writing, using proper grammar and vocabulary

PREFERRED:
- Master's Degree in Computer Information Systems, IT Management, or related field
- Certifications including Cisco CCNP, CCIE, CCSP, VMWare, Microsoft Networking, Windows Server or Microsoft Systems Center Configuration Manager (SCCM)
- Certified Associate in Project Management (CAPM) or Project Management Professional (PMP) Certification
- Prior experience in a medium to large sized K-12 public school district

SKILLS AND KNOWLEDGE:
- Proven experience and success with LAN, WAN, WLAN, and WWAN design and implementation.
- Proven experience with network capacity planning, network security principles, and general network management best practices.
- Strong, hands-on technical knowledge of network server and client operating systems, including DOS/Windows/MAC-based computer systems, Linus/Unix computer systems, ChromeOS, iPadOS, and mobile devices.
- Excellent knowledge of telephony systems, including VoIP, PBX, SIP, DS1, DS3, T-1, etc.
- Working technical knowledge of current network hardware, protocols, and Internet standards, including TCP/IP, BGP, EIGRP, OSPF, and SNMP.
- Excellent hardware and software troubleshooting experience.
- Extensive application support experience with Active Directory, eDirectory, Aruba, AirWave, Aruba ClearPass, VMware, Fortinet/FortiGate, etc.
- Competence with testing tools and procedures for voice and data circuits.
- Good understanding of the organization's goals and objectives.
- Knowledge of applicable data privacy practices and laws.

- Strong project management skills
- Strong interpersonal, written, and oral communication skills.
- Able to conduct research into networking issues and products as required.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed, with keen attention to detail.
- Proven analytical and problem-solving abilities.
- Able to effectively prioritize tasks in a high-pressure environment.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
The following statements of duties and responsibilities are intended to describe the general nature and level or work being performed by individuals assigned to this position. These statements are not intended to be an exhaustive list of all duties and responsibilities required of all personnel within this position. This organization believes that every individual makes a significant contribution to our success. That contribution should not be limited to assigned responsibilities. Therefore, this position description is designed to define primary duties, qualifications and job scope but should not limit the incumbent nor the organization to the work identified. It is our expectation that every employee will offer his/her services wherever and whenever necessary to ensure the success of the District's/department's goals. Actual duties, responsibilities, frequency, and percentages may vary depending upon building assignments and other factors.

- Serve on a small team responsible for designing, developing, deploying, maintaining and operating the Information Technology (IT) and communications systems and infrastructure for Pueblo School District 60 including: data center environment, server racks, server hardware, mass storage, uninterruptible power, backup systems, Microsoft networking, Microsoft Active Directory, systems management of all infrastructure and client computing platforms, switching and routing, enterprise wireless, setting desktop standards, enterprise operating system standardization (server and desktop), data and voice cabling throughout the district, and other applicable or assigned systems and infrastructure needs. Specific examples include:
  - Infrastructure team project planning and project management
  - Managing server delivery following industry standard processes
  - Participate as assigned in the IT Change Control Process
  - Evaluation of new/proposed products (software and hardware) and design/engineering of solutions to integrate with existing infrastructure and systems; conduct research on network products, services, protocols, and standards to remain abreast of developments in the networking and infrastructure industry
  - Ensure that systems are designed for both cost effectiveness and for maximum benefit toward student achievement
  - Interact and negotiate with vendors, outsourcers, and contractors to secure infrastructure products and services

- o Design, install, configure, monitor, document, and troubleshoot Cisco and Aruba LAN, WAN, and Wireless network infrastructure, including problem determination and resolution as well as root cause analysis
- o Server Management (Core network services including DNS, DHCP, Active Directory, Print Services, Public Key Infrastructure (PKI), Systems Center Configuration Manager (SCCM), etc.), monitoring, updates (including change management), troubleshooting, and failure analysis along with their associated operating systems and software;
- o Assist with server and security audits
- o Virtual Infrastructure and storage (VMware Environment) monitoring, management, and troubleshooting
- o Data Center and Network Alarm (environmental and connectivity) monitoring and response
- o Ensure network connectivity of all servers, workstations, telephony equipment, fax machines, and other network appliances
- o IP address management, allocation, and accounting
- o District data and voice cable plant (copper and fiber) management, testing, troubleshooting, and repair to ensure compliance with BICI, NEC, and local standards and codes
- o Oversee new and existing equipment, hardware, and software upgrades as appropriate
- o Network performance monitoring and troubleshooting; provide network performance statistics and reports as required.
- o Windows infrastructure administration and workstation management
- o Responsible for systems backup and recovery
- o Design, engineering, management, and troubleshooting for communications systems including: Unified communications, SIP telco services, and IP intercom systems

- Assist IT Security/Information Security Officer (ISO)
  - o Monitor, evaluate, and mitigate threats, including proactive response to published threats
  - o Assess and scan servers, workstations, and applications for vulnerability
  - o Install, configure, operate, maintain, troubleshoot, and report on Perimeter Firewall/Web Content Filter Appliance
  - o Manage Wireless network security, web content filter for offsite devices, VPN/Remote Access and configuration
  - o Ensure compliance with applicable federal, state, and local laws regarding the protection of information security and privacy and the protection of children in an online environment

- o Assist with district incident response, disaster recovery, and business continuity planning
- Assist District Technology Coordinator for State Testing (CDE "DTC" Role)
  - o Coordinate preparation of the Infrastructure for testing (devices, servers, networks)
  - o Train Site Technology Coordinators on school level device preparation and troubleshooting
  - o Troubleshoot issues that arise during testing
  - o Monitor infrastructure during testing
  - o Assist as point of contact for technical issues with Pearson and CDE Assessment Technology Unit
- Assist with systems management of all infrastructure and client computing platforms as needed. Work with team to ensure that all systems management duties are tracked and monitored.
- Assist in documenting detailed processes and instructions to enable the IT Service Desk to perform level 1 end-user support
- Oversee installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices.
- Utilize systemic process improvement and root cause analysis to improve and standardize incident resolution
- Troubleshoot user problems escalated from the Service Desk or from other departments to ensure timely and effective resolution
- Work with district administrators to ensure IT infrastructure is reliable, timely, and performs as required to support business and education applications
- Deliver new projects on time, at scope, and within budget
- Maintain a positive, cooperative, and supportive attitude during periods of task overload and high stress
- Manage and/or provide guidance to junior members of the team.

NON-ESSENTIAL DUTIES:
- Perform any and all other duties as assigned by the Director of Technology

The physical demands, work environment factors, and mental functions described below 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.

PHYSICAL DEMANDS:
While performing the duties of this job, the employee is required to stand; walk; sit; use hands and fingers to handle or feel. The work requires the use of telephone and using fingers to operate computer keyboards. The employee is continually hearing and speaking to exchange

information. The employee is required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.

In a 9-hour workday, this job requires:
R – Rarely (Less than .5 hr per day)   O – Occasionally (.5 – 2.5 hrs per day)
F – Frequently (2.5 – 6 hrs per day)   C – Continually (6 – 9 hrs per day)
NA – Not Applicable

Physical Requirements	NA	R	O	F	C
Sitting					X
Stationary Standing			X		
Walking (level surface)			X		
Walking (uneven surface)		X			
Crawling		X			
Crouching (bend at knees)			X		
Stooping (bend at waist)			X		
Twisting (knees/waist/neck)			X		
Turn/Pivot			X		
Climbing (stairs)			X		
Climbing (ladder)		X			
Reaching overhead			X		
Reaching extension				X	
Repetitive use arms				X	
Repetitive use wrists				X	
Repetitive use hands grasping			X		
Repetitive use hands squeezing			X		
Fine manipulation					X
Using foot control			X		
*Pushing/Pulling Maximum weight: **50** lbs.				X	
Lifting Maximum weight: **50** lbs.				X	
Carrying Maximum weight: **50** lbs.				X	

WORK ENVIRONMENT:
Employee will work primarily in a school/office environment with both natural and fluorescent lighting with moderate to loud noise levels. Occasional travel between district facilities required