**VENTURA COUNTY OFFICE OF EDUCATION**

**CLASS TITLE: Assistant Director of Technology Infrastructure**

**BASIC FUNCTION:**
Under the direction of the Director of Technology Infrastructure, the Assistant Director of Technology Infrastructure's role is to aid in the planning, maintenance, and overall structural integrity of the Ventura County Office of Education (VCOE) technological infrastructure. This includes project planning for VCOE and VCOE constituencies. The Assistant Director of Technology Infrastructure acts as point of contact for the VCEdNet customers.

**ESSENTIAL / REPRESENTATIVE DUTIES:**
Respond to District customer's request for services (access to K12HSN).

Work with CTO on annual federal E-rate program for VCOE Schools.

Coordinate with vendors, contractors, and/or customers to ensure the network project completion and service turn up in timely order.

Manage the daily operational resources to identify customer requirements, consider available technologies and implement appropriate solutions.

Act as a point of reference for the Technology Services teams in relation to project implementation and management.

Curate the technical documentation generated by the Infrastructure team.

Make recommendations to management concerning the use of new technology.

Oversee the configurations, output, maintenance, security and administration of network monitoring tools and systems.

Contribute to the vetting of new and existing products and systems to ascertain appropriateness as it relates to VCOE business.

Monitor network and systems performance to make recommendations for future initiatives.

Recommend and implement changes to accomplish increased network and systems performance and security.

Consult and advise VCOE staff and customers on network service issues.

Promote and facilitate teamwork.

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Conduct research and remain current with the latest technologies and solutions in support of procurement efforts.

Assist in the provisioning of end-user services, including help desk and technical support services.

Follow and promote federal, state, local, and organization safety guidelines and practices.

Participate and contribute to the overall management and teamwork of the Technology Infrastructure team; and

Other duties as assigned.

**KNOWLEDGE, ABILITIES, AND SKILLS:**
KNOWLEDGE OF:
OSI network model layers, routing, switch protocols, network applications, and current network/telecommunication technologies;
Technologies related to telecom providers, such as, microwave, Wi-Fi, VoIP, PBX, POTS lines, fiber optics;
Federal E-rate program, California Teleconnect Fund (CTF), and CALNET contracts;
Project management tools and techniques;
Major network devices, operating systems and monitoring tools used by VCOE;
Basic understanding of CIS/NIST frameworks as related to cybersecurity;
Basic understanding of ITIL framework or similar service delivery models.
Some skill in data management and analysis;
Knowledge of technical aspects of field of specialty;
Some understanding of operations, policies, and objectives relating to personnel activities;
Common office clerical terminology, skills, and practices;
Record-keeping techniques, filing systems and information management;
Interpersonal skills using tact, patience, and courtesy;
Word processing, database, graphics, and other software applications used by the department or VCOE;
Telephone techniques and etiquette;
Oral and written communication skills;
Basic research methods; and
Basic principles of training and providing work direction.

ABILITY TO:
Analyze, design, write, test, implement and maintain network operation procedures;
Assign, prioritize, and monitor work assignments;
Lead, empower, train, supervise and provide input into the evaluation of personnel;
Exercise tact, patience, compassion and courtesy in working with people;
Communicate technical issues orally and in writing to users, management and peers;
Keep up-to-date on new and emerging technologies;
Read, understand and integrate new concepts and ideas;
Interpret, apply, explain, and enforce rules, regulations, policies and procedures;
Maintain current knowledge of program rules, regulations, requirements, and restrictions;
Facilitate meetings effectively;
Work with groups of people with divergent viewpoints and resolve conflicts to achieve consensus;

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Collaborate harmoniously and effectively with administrators, staff members, families, and community members;

Demonstrate highest standards of integrity, honesty, ethics, confidentiality, and professionalism;

Stay abreast of current trends, innovations, and practices in education;

Analyze situations accurately and adopt an effective course of action;

Prioritize and schedule work to meet timelines;

Work independently with little direction;

Prepare comprehensive narrative and statistical reports;

Prepare and deliver oral presentations effectively and adapt to audience needs;

Utilize technology for the administration of budgets and reports, communicate effectively and present materials and information to others;

Learn software and programs used by VCOE;

Understand and resolve issues, complaints or problems;

Answer telephones and greet visitors and the public courteously;

Learn terminology of program or department;

Use proper English and make arithmetic calculations rapidly and accurately;

Communicate effectively both orally and in writing;

Compose correspondence and written materials independently;

Plan and organize work;

Understand and follow oral and written directions;

Establish and maintain cooperative and effective working relationships with others;

Perform duties effectively with interruptions;

Operate office machines, including computer equipment and specified software; and

Work independently and confidentially with discretion.

SKILLS TO:

Analysis of service objectives and translating organization business goal to actionable tasks;

Interpersonal communication using tact, patience and courtesy;

Effectively managing time and resources to achieve project goals;

Public presentation, excellent oral and written communications skills; and

Record-keeping and project cost and resource tracking techniques;

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: Associate of Arts/Science degree in Information Technology or Telecommunication related field.

Five years' experience at the level of a systems administrator or network administrator with duties involving heavily in network and systems service delivery, project implementation and sustainability.

One or more of the following current certificates:

- Security +
- CCIE
- F5 Certified BIG-IP Administrator
- JNCIA
- AWS Certified Advanced Networking

**LICENSES AND OTHER REQUIREMENTS:**

Requires a valid California driver's license.

**PHYSICAL AND MENTAL DEMANDS:**
The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**
While performing the duties of this job, employees are regularly required to bend, stoop, push, pull, grasp, squat, twist, kneel, walk, sit, and reach to access materials or equipment and complete other tasks as assigned; lift and carry up to 40 pounds; and lift from ground, waist, chest, shoulder, and above shoulder level. The position may include occasional need to traverse uneven surfaces.
Employees in this classification are to be able to travel countywide to a variety of sites within a reasonable period; read written and electronic materials; communicate clearly in person, on the phone, and via email; and operate all required equipment.

**Mental Demands**
While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

**Work Environment**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Employees typically work in an office environment that is fast paced with high pressure. Subject to driving your personal automobile to conduct work. Office and Technology Services Department environment; occasionally subject to noise from office and computer operations; subject to driving to VCOE and school district sites, and VCEDNET remote sites to supervise and conduct field work.

**Hazard**
Exposure to community members, students, parents, and personnel who may become disorderly.
Should an applicant require reasonable accommodation, the Ventura County of Education will consider that upon request.

**SUPERINTENDENT POLICY NO. 4030**
VCOE shall not unlawfully discriminate against or tolerate the harassment of employees or job applicants on the basis of their sex, race, color, religious creed, national origin, ancestry, age over 40, marital status, pregnancy, physical or mental disability, medical condition, Vietnam era veteran status, or actual or perceived sexual orientation. Equal employment opportunity shall be provided to all employees and applicants. Physically or mentally disabled employees or applicants may request reasonable accommodation. All employees are expected to carry out their responsibilities in a manner that is free from discriminatory statements or conduct. Employees who permit or engage in discrimination or harassment may be subject to disciplinary action up to and including dismissal.

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