

**PLANO INDEPENDENT SCHOOL DISTRICT**  
**Job Description**

<b>Job Title:</b>	Director of Infrastructure Services	<b>Wage/Hour Status:</b>	Exempt
<b>Reports To:</b>	Assistant Superintendent for Technology Services	<b>Pay Range:</b>	880
<b>Dept./School:</b>	Infrastructure Services	<b>Date Revised:</b>	10/24/2023

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**Primary Purpose:**

Directs and manages the day-to-day operations of the Infrastructure Services department. Responsibilities include planning, designing, installing, configuring, maintaining, and optimizing all network, systems, storage, and data center services while ensuring the availability, integrity, and security for all IT systems and infrastructure.

**Qualifications:**

**Education/Certification:**

Bachelor's Degree in a technical field or ten years of relevant experience

Cisco, Microsoft Certifications preferred

**Special Knowledge/Skills:**

Extensive knowledge and experience with LAN/WAN/WLAN administration and support

Extensive knowledge and experience with firewall and edge device administration and support

Knowledge and experience with server hardware and support

Knowledge and experience with implementing and supporting server virtualization technologies

Knowledge and experience with administration of enterprise storage environments (SAN)

Knowledge and experience with Active Directory administration and support

Excellent organizational, communication, and interpersonal skills

Ability to maintain accurate and auditable records

Ability to manage multiple priorities effectively

Ability to develop and maintain effective working relationships

**Experience:**

Ten years of experience with infrastructure design, administration, and support in an enterprise environment

Ten years of experience with network equipment configuration and support (Cisco preferred)

Five years of experience with server virtualization technologies (VMware preferred)

**Job Title:** Director Infrastructure Services

**Major Responsibilities and Duties:**

Leads with a continuous improvement mindset; manages the network, systems, voice, security, storage, and virtualization infrastructure needs of the district's technology program in such a way as to keep each contemporary, cost-effective, and achieving the stated goals and objectives of the district's overall technology plan

Supports integrated ITIL processes with Incident, Change, and Problem Management. Develops plans to resolve problems and prevent them from recurring; Ensure all changes are well communicated, coordinated, and documented

Performs project management duties as required related to technology initiatives including requirements analysis and documentation, and task scheduling and execution

Hands-on technical depth enables direct oversight, problem-solving leadership, and participation in complex infrastructure implementations, systems upgrades, and operational troubleshooting

Manages network growth and capacity planning. Responsible for the proper monitoring, optimization, and performance of all infrastructure systems and provides performance statistics and reports

Maintains up-to-date documentation, including diagrams, on all infrastructure systems, services, and connectivity. Practices asset management and keeps updated component inventories and related documentation and technical specifications

Develops and maintains a comprehensive business continuity/disaster recovery architecture, including redundant, highly available network, server, and storage infrastructures

Establish and maintain a high level of customer trust and confidence in the team's knowledge of and concern for educational and business needs

Be customer service oriented and maintain a professional approach regarding all district matters

Be adaptable and flexible in acceptance of changes in techniques and procedures

Perform R&D and remain knowledgeable of emerging trends in technology and keep abreast of innovative practices

Attain and keep current, relevant technology certifications

Perform special projects, after-hours support and upgrades, and other duties as assigned

Follow all rules, regulations and policies of Plano ISD and follow directives from supervisor

Follow attendance policy as assigned by supervisor

Perform other functions that may be assigned by the administration and/or supervisor

**Supervisory Responsibilities:**

Supervise and evaluate the performance of staff assigned to the area of Infrastructure Services.

**Working Conditions:**

**Mental Demands:**

Ability to communicate effectively (verbal and written); interpret policy, procedures and data; coordinate district functions; maintain emotional control under stress; work with frequent interruptions

**Job Title:** Director Infrastructure Services

**Physical Demands/Environmental Factors:**

Frequent districtwide and occasional statewide travel; occasional prolonged and irregular hours; frequent sitting, standing, stooping, bending, kneeling, pushing and pulling; occasional lifting up to 50 pounds; prolonged use of computer and repetitive hand motions

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**Acknowledgement:**

Any work-related experience or additional education/training resulting in acceptable proficiency levels in the above-required knowledge, skills, and abilities may be an acceptable substitute for the above-specified education and experience requirements at the sole discretion of District Administration.

**Approved By:** W. Noel McBee, Compensation Coordinator **Date:** 10/23/2023

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The above statements are intended to describe the general purpose and responsibilities assigned to this job and are not intended to represent an exhaustive list of all responsibilities, duties, and skills that may be required. District administration and/or my supervisor has the right to add or change duties at any time. This job description supersedes all prior job descriptions for this position as well as rescinding all past and present job descriptions that do not reflect the current requirements of this position.

My signature below indicates I understand and acknowledge my job description.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_