Information Technology Network and Server Manager

*This position opens on **June 13, 2022** and closes **July 13, 2022.***
*First consideration will be given to those applications submitted by **June 27, 2022**.*

The Howard County Public School System (HCPSS) is one of the top school systems in the state of Maryland and the nation. In alignment with our *Strategic Call to Action*, our mission is to ensure academic success and social emotional well-being for our approximately 57,000 students in an inclusive and nurturing environment that closes opportunity gaps. To learn more about employment with HCPSS, please visit https://www.hcpss.org/employment/.

DESCRIPTION

Under the direction of the Director of Information Technology Infrastructure, the Information Technology Network and Server Manager will oversee the day-to-day Information Technology network and server technologies and operations supporting the Howard County Public School System (HCPSS). This includes areas such as data center facilities and infrastructure, network facilities and infrastructure, Internet access, identity and access management, remote access to IT services, and regulatory compliance.

ESSENTIAL POSITION RESPONSIBILITIES

- Responsible for the day-to-day leadership and management of Information Technology network and server operations.
- Manages a staff of eight IT network and server engineer professionals.
- Manages HCPSS's network, server support, active directory services, and email systems, including operational activities of the district-wide data, voice, and video networks.
- Manages two HCPSS Data Centers, including environmental and server maintenance.
- Performs root cause analysis of infrastructure problems and develops resolutions and prevention plans.
- Monitors network performance and utilization trends to assure maximum network uptime.
- Utilizes Key Performance Indicators (KPI) to measure operational performance and drive process improvement decision making.
- Ensures the protection of IT assets and the integrity, security and privacy of the information systems, communication lines, and equipment.
- Develops and manages adherence to departmental Service Level Agreements (SLAs).
- Manages the adherence to departmental Change Management (CM) procedures.
- Develops, maintains, and tests Standard Operating Procedures (SOPs) for all operational processes classified as "critical" or "important" to the success of the Information Technology department.
- Coordinates with the Risk Management office to ensure the district disaster recovery procedures and plans are current, timely, and deliver effective restoration of IT services in the event of a disaster.
- Participates in the development of technology related policies and implementation procedures, including collaboration with internal and external stakeholders.

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- Assists in the development of Request for Proposal (RFP) network and equipment specifications, evaluation of bid responses, and vendor management.
- Provides leadership in the purchase and acquisition of new technology and equipment, including consulting with appropriate stakeholders to coordinate, evaluate and recommend, and purchase new technology services and equipment.
- Collaborates with IT Project Management Office (PMO) and support the effective implementation of services impacting the HCPSS technology infrastructure.
- Identifies and responds to technology-related professional growth needs for all staff members and train staff appropriately.
- Complies with state and federal safety regulations relating to OSHA workplace safety.
- Demonstrates knowledge of CIPA, FERPA and HIPAA regulations.

The above list is a summary of the functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties.

MINIMUM QUALIFICATIONS
Applicants must meet all the following qualifications, listed below, to be considered for the vacancy.

Education:

Applicants must meet the criteria in ONE of the rows below.		
A high school diploma or equivalent.	AND	Ten (10) years of successful IT network and server management experience.
A Bachelor's degree or higher in Computer Science, Information Systems, or a related field.	AND	Five (5) years of successful IT network and server management experience.

Experience:
- A minimum of five (5) years' experience supporting day-to-day IT infrastructure operations and technologies, including LAN/WAN/MAN networking, server, storage, data center, audio visual, directory services, voice communications and wireless technologies.
- Leadership and/or supervisory experience within a decision-making role.
- Experience working with internal and external stakeholders, including vendors.
- Experience with budget planning, financial management, resource management, and project management.
- Experience in an IT environment including Microsoft Windows Server and Active Directory, Azure, Office 365, and Amazon Web Services.
- Experience in network and infrastructure design.

- Working knowledge of information technology trends and practices in networking, IP convergence, telecommunications, and server administration.
- Experience in dealing with sensitive customer needs.

PREFERRED QUALIFICATIONS
- Industry standard certifications such as MCSA, MCSE, CCNA, SCCP, and CCNP.
- A+ Certification
- Applicable vendor certifications (i.e. Apple, Microsoft, Cisco, etc.)
- Extensive experience with infrastructure planning and operations, design, and deployment, as well as system life cycle management.
- Experience with Cisco, Palo Alto, and Pulse Secure security products including VPN and firewalls, high availability load balancers, and Aruba wire and wireless networking hardware.
- Working experience with virus and malware protection systems for Windows and Linux as well as their management systems.
- Next generation data center infrastructure experience and familiarity with virtualization technologies and network storage protocols.
- Working knowledge of Multicast, Optical Networking, Unified Messaging, VOIP, and IP based video conferencing and collaboration applications.
- Working experience with Windows and familiarity with Linux/UNIX operating system platforms.
- Experience with virtualization technologies such as Hyper-V.
- Expert level IP data networking knowledge and advanced troubleshooting experience.
- Hands-on experience in the configuration management and operation of switches, routers & wireless systems, including but not limited to TCP/IP, SD-WAN, DNS, DHCP, OSPF, BGP, and QOS
- Working experience with server management products, e.g., OpenManage, Systems Center Operations Manager, and Data Protection Manager (DPM).
- Experience with supporting mobile devices (android, Windows, iOS)
- Proficiency in network management/monitoring applications and dashboards for displaying their metrics.
- Experience working in a K-12 or college/university setting.
- Experience with managing BYOD environments.
- Experience training and mentoring others.

EMPLOYMENT INFORMATION
This is a 12-month per year position in the Howard County Association of Supervisors and Administrators-Non-Certificated Supervisory (HCASA-NCS) employee unit. The current salary range for this position is $101,500 - $150,678. Salary placement will be in conjunction with salary procedures of the Howard County Public School System which considers relevant prior experience. Under the Fair Labor Standards Act, this position is exempt from overtime.

Under the HCPSS Telework Program, this position may have flexible work from home options available. Approval is based on the needs of the department and the school system.

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HCPSS encourages vaccination against COVID-19 as a continuous mitigation strategy for the health and wellbeing of students and staff.

SELECTION REQUIREMENTS

Applicants who meet the minimum qualifications will be included in further evaluation. The evaluation may be a rating of your application based on your education, training, and experience as they related to the requirements and preferred qualifications of the position. Therefore, it is essential that you provide complete and accurate information on your application. Please report all related education, dates, and hours of work. Clearly indicate your college degree and major on your application, if applicable.

For education obtained outside of the U.S., any job offer will be contingent on the candidate providing an evaluation for equivalency by a foreign credential evaluation service prior to starting employment (and may be requested prior to interview).

APPLICATION REQUIREMENTS

Only applicants who submit all the requested information by the closing date of the vacancy will be considered for this position. Interviews will be limited to those applicants who, in addition to meeting the basic requirements, have experiences and education which most closely match the position qualifications and the needs of the school system.

Please note that a completed application includes:

- A complete application form that includes a listing of employment locations with dates of employment and names of direct supervisors.
- All supplemental materials (i.e.: resume, letter of introduction, transcripts) required to verify that you meet the minimum qualifications.

For questions regarding this vacancy, please contact:

Sandy Saval
Human Resources Business Partner
Office of Human Resources
(410) 313-6689
sandy_saval@hcpss.org

Equal Opportunity Employer

HCPSS celebrates diversity and is committed to creating an inclusive environment for all employees and applicants and prohibits discrimination, harassment, and retaliation of any kind. HCPSS is committed to the principle of equal employment opportunity for all employees in providing them with a work environment free of discrimination and harassment. All employment decisions at HCPSS are based on organizational needs, job requirements and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, veteran status or present military service, family medical history or genetic information, family or parental status, or any other characteristic protected by federal, state or local laws.

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