

Director of Information Technology Infrastructure

The Howard County Public School System (HCPSS) is one of the leading 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 Executive Director of Information Technology (IT), the Director of Information Technology Infrastructure is responsible for delivering high-quality, integrated, and reliable IT services in areas such as network, internet, telecom, cyber security, virtual and hybrid meeting production, identity and access management, device management, compliance, remote access, and onsite school support. The Director will manage the daily IT operations and aim to improve infrastructure cost efficiencies, performance, and user satisfaction with all IT services.

ESSENTIAL POSITION RESPONSIBILITIES

- Partner in the development and lead the implementation of a strategic vision for the use of technology in the district.
- Lead and supervise large scale initiatives while effectively handling multiple projects.
- Oversee the advancement in technology architecture.
- Provide strategic IT plans and assess current tactical IT plans to ensure they meet current needs and are responsive to the future needs of HCPSS.
- Utilize Key Performance Indicators (KPI) metrics to measure operational performance and drive process improvement decision making.
- Provide leadership to the development and management of Service Level Agreements (SLAs), Change Management (CM) procedures, and Standard Operating Procedures (SOPs), policy development, cyber security initiatives, copyright laws, privacy practice, Incident and response management, disaster recovery, business continuity practices, procurement management, and budget development.
- Lead and manage Technology Infrastructure offices, staff, partner, vendor, and inter-departmental relationships.
- Supervise infrastructure managers and communicate effectively while establishing and maintaining effective working relationships.
- Ensure and maintain confidential information.
- Identify and develop professional development for staff.
- Respond to emergency situations outside of the standard work schedule.

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:

- Bachelor's degree from an accredited college or university.

Experience:

- Five (5) years of supervisory experience leading technology teams with a proven history of delivering on time/budget, large-scale, complex IT initiatives.

PREFERRED QUALIFICATIONS

- Master's degree from an accredited college or university.
- Ten (10) years of experience providing leadership, guidance, and coordination for major system-wide initiatives.
- Five (5) years of experience in Network architectures, network and server management, Service Level Agreements (SLAs), Change Management (CM) procedures, Standard Operating Procedures (SOPs), policy development, cyber security initiatives, copyright laws, privacy practice, Incident and response management, disaster recovery, business continuity, practices, procurement management, and budget development.
- Five (5) years of experience using one or more of the following project management methodologies Agile, Waterfall, Scrum, Kanban, Critical Path Method, ITIL, Rapid Applications Development or Six Sigma.
- MCSA, MCSE, CCNA, SCCP, CCNA, RHCE, CCNP, PMP, ITIL or equivalent certifications.

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 relate to the requirements 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 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).

HCPSS requires an official [evaluation of foreign credentials](#) to verify educational qualifications.

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 bargaining unit. The salary range for this position is \$116,156 - \$172,436 in the Director lane. 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 is eligible for a **hybrid** work schedule. Telework schedules will be determined by the department and/or supervisor.

APPLICATION REQUIREMENTS

Complete applications must be submitted by the closing date. Information submitted after this date will not be added. Incomplete applications will not be accepted. Resumes will not be accepted in lieu of a completed application.

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 experience 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 recruitmentinquiries@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.