

ASSOCIATE CHIEF INFORMATION OFFICER, IT INFRASTRUCTURE

DEFINITION

Directs the deployment, implementation, and maintenance of technology systems for network, network security, database and operating systems, system support, server and storage management and all other infrastructure components for the Information Technology Division.

TYPICAL DUTIES

- Directs the development and implementation of the District's information technology infrastructure strategies and ensures that practices and procedures adhere to federal, State, and Education Code regulations and guidelines.
- Directs the identification of new and emerging technology products and equipment and ensures that the implementation of products and equipment into the District's technology environment is successful with minimal disruption to district operations.
- Directs the architecture, implementation, and management of the District's technology infrastructure and develops solutions to improve technology at district schools and offices.
- Validates infrastructure requirements for software applications by participating in the selection process to ensure successful integration into the District's infrastructure environment.
- Establishes the District's network and data center technology policies and standards ensuring consistency and uniformity.
- Directs the technical reviews of IT Projects to ensure adherence to applicable policies, standards and practices.
- Advises the Chief Information Officer on complex technology projects and initiatives that affect the District.
- Collaborates with division executive leadership and provides oversight over standards for enterprise architecture, evaluation of proposed technology products and prioritizes and implements technology projects impacting schools and offices based on complexity, risk, and necessity.
- Collaborates with the Project Management Office to review and evaluate recommendations for new projects and modifications to the District's IT infrastructure, which could impact the performance of the district software applications and IT services provided to schools and offices.
- Develops technology contingency plans for district sites in concert with Disaster Recovery/Business Continuity (DR/BC) to ensure the District's infrastructure and operations are sustained in the event of an emergency.
- Confers with the Project Management Office to identify and evaluate trends across the District relative to infrastructure technology implementation challenges and advises on identification, development and deployment of resolutions based on industry standards and best practices.
- Ensures high availability of District's infrastructure services, such as the network/ internet, servers, and storage, through direction and oversight of capacity planning activities.
- Directs the development of District's IT Infrastructure technology roadmap and refresh strategy to support the growing technology needs and oversees the upgrade and refresh of aging technologies such as phone, public address, and intercom systems.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The Associate Chief Information Officer, IT Infrastructure is responsible for the technological infrastructure of the District and advises the Chief Information Officer on the technical strategy for the division.

The Chief Information Officer is responsible for the development of strategic, innovative information services and plans the day-to-day operations of the information services function.

The IT Administrator, Shared Technical Services plans, organizes, and directs the activities of a branch that is responsible for the planning, administration, and maintenance of enterprise-wide servers, databases, operating systems and related software and multiple data center operational functions.

SUPERVISION

Administrative direction is received from the Chief Information Officer and exercises administrative direction over the IT Administrator, Shared Technical Services and other management and technical personnel.

CLASS QUALIFICATIONS

Knowledge of:

- Advanced information technology infrastructure architecture, design, engineering, implementation, maintenance, monitoring, and refreshment
- Advanced information systems
- Data center operations design
- Disaster Recovery and Business Continuity
- Enterprise architecture and design
- Telecommunications technologies, voice over IP, and converged technologies
- Risk management on large technology projects
- Budgetary planning, management, and cost controls
- Personnel practices and policies
- Principles of training, employee evaluation, and employee relations
- Project management methodology
- Software Development
- Converged network optimization strategies
- Advanced knowledge of technologies currently utilized by the District, including, but not limited to:
 - Active Directory and Group Policy Object (GPO), Virtual machines, BMC, Mobile Device Management, Networking Protocols such as MPLS

Ability to:

- Strategically forecast the long-term needs for the District's technology infrastructure
- Assess technical requirements and provide sound technical solutions to complex challenges to improve services
- Evaluate policies, procedures, and problems and develop and implement, through subordinate managers, operating changes to achieve objectives
- Establish and maintain data integrity and high availability
- Review and evaluate detailed project management plans to ensure tasks are completed on time, within budget, and meet or exceed specifications
- Coordinate personnel management activities and resolve immediate and long-range problems
- Develop processes and procedures that can be audited for compliance with industry best practices guidelines
- Prepare clear, concise reports and make recommendations

Conduct meetings and make effective oral presentations
Resolve conflicts and promote cooperation
Develop and implement change management plans
Stay abreast of current trends and technical advancements
Develop and implement operating changes required to achieve goals and objectives
Establish and maintain effective relationships with officials of public and private organizations, employees, coworkers, and the general public
Conduct meetings utilizing consensus building techniques and make effective presentations

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university with a Bachelor's degree in engineering, computer science, information technology, or a related field. A Master's degree in management information systems, computer science, business or public administration, or other closely related field is highly preferable. Additional qualifying experience may be substituted for up to two years of the required education on a year for year basis provided that graduation from high school or evidence of equivalent education proficiency is met.

Experience:

Six years of executive or management level experience managing IT infrastructure architecture, design and engineering, implementation, monitoring, and management for a large organization with at least 10,000 employees and support of IT infrastructure services to multiple disparate locations. Three years of the aforementioned experience should include program/project management, network operations, and server and storage management. Data center management experience at the executive or management level is preferred.

Special:

A valid driver's license to legally operate a motor vehicle in the State of California and use of a motor vehicle.

SPECIAL NOTES

1. Senior Management classification.
2. An employee in this class is subject to call at any hour.
3. An employee in this class may be subject to the reporting requirements of the District's Conflict of Interest Code.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

Revised
10-23-25
JAP