IT ADMINISTRATOR, SHARED TECHNICAL SERVICES

DEFINITION

Plans, organizes, and directs the activities of the Technical Services Branch that is responsible for the overall technical support for enterprise-wide network operations servers, storage, and all related software to ensure effectiveness and efficiency of data center technology systems at multiple data centers.

TYPICAL DUTIES

Plans, implements, and ensures integrity and service levels of the District's Central Server environment, operating systems, and storage that support the business and instructional applications and databases.

Responsible for disaster recovery and business continuity plans.

Directs and oversees the architectural design, implementation, and administration for all databases, mid-tier applications, report and HTTP (hypertext transfer protocol) servers.

Provides technical consulting and strategic direction on all ITD technical areas to ITD leadership

Directs and oversees XML (Extensible Markup Language) messaging administration for Open Enterprise Application Integration (EAI) for all LAUSD mission critical applications.

Directs and oversees a quality assurance team that evaluates and performs scalability, load, and stress testing of the critical applications within the LAUSD infrastructure environment.

Oversees the management of all LAUSD mission critical application components by implementing failover solution, CISCO CSM load balancing and centralized management of application servers using Oracle Enterprise Manager, Oracle Grid Control and Oracle Identity Management (OID) system.

Plans, manages, evaluates, and provides centralized management of applications and database server hardening to meet LAUSD security objectives.

Negotiates technical support contracts for all hardware and software and monitoring tools associated with Linux and Microsoft based Servers.

Directs procurement of all hardware and software for Linux and Microsoft based servers.

Ensures effective monitoring and proactive and preventative maintenance of the critical components needed to meet LAUSD business objectives.

Performs research on new technologies and new releases of software in direct support of an application's development and support.

Provides capacity planning and change management to optimize utilization of ITD assets, budget, and resources.

Directs the production of appropriate operations documentation, standards, and communication.

Directs the development and execution of industry best practice procedures to continuously monitor performance and improve operation service levels to schools and offices.

Participates in central systems architecture planning.

Forecasts financial, physical, and human resources needed to meet established objectives.

Develops hardware and software Capacity Management Plans to accommodate users.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

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.

A Deputy Chief Information Officer assists in the management of the Information Technology Division and acts for the Chief Information Officer as required.

The Director of Data Center Operations plans, and manages day to day information processing and mainframe operations.

SUPERVISION

Administrative direction is received from the Deputy Chief Information Officer. General supervision is exercised over lower-level management and supervisory personnel such as the Director of IT Network Operations and Deputy Director of Data Center Operations.

CLASS QUALIFICATIONS

Knowledge of:

Data center, network monitoring, and management tools
Service management applications within the life-cycle of new software applications systems
Financial management, technical systems management, project management, contract
    negotiation, and presentation skills
Methods of project and process control, budgeting and cost analysis
Principles of organization, personnel management, and supervision
Multiple computing platforms and operating systems to facilitate integration of computing tasks
    across multiple systems at the advanced level, operating Windows and Unix simultaneously
Disaster recovery and business continuity planning, implementation, and operations

Ability to:

Plan, coordinate and provide leadership in complex activities involving many participants
Document, negotiate and set targets and responsibilities in Service Level Agreements
Analyze and interpret technical materials
Develop processes and procedures that can be audited for compliance with industry best
    practices guidelines
Develop and maintain disaster recovery and business continuity plans
Develop a centralized change management process
Create the most appropriate environment under which a secure infrastructure is maintained
Communicate effectively and diplomatically and maintain good relations with a wide variety of
    individuals and groups
Negotiate technical support contracts
Direct procurement of all hardware and software necessary for LAUSD
Prepare reports and write clearly, concisely, and convincingly

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university with a bachelor's degree in computer science, information systems, engineering, or a related field.

Experience:

Five years of recent management level experience over enterprise network and data center operations within a multiplatform server environment with diverse application development and implementation of related infrastructure. Two years of experience planning, implementing, and operating remote disaster recovery at a data center site is preferable.

Special:

Information Technology Infrastructure Library (ITTL) or ISO/IEC 20000 certifications are preferable.

SPECIAL NOTES:

1. Management class.
2. 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. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

Revised
08-11-14
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