

ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: ENTERPRISE SYSTEMS MANAGER

BASIC FUNCTION:

Under the direction of the Chief Technology Officer, the Enterprise Systems Manager is responsible for all of the day-to-day activities of the district's servers, applications, networks, telecommunications, financial/HR system, user accounts and associated equipment and software. The Enterprise Systems Manager will train and supervise the performance of the assigned staff.

ESSENTIAL FUNCTIONS:

Oversee and organize the direct day-to-day activities and operation of the Enterprise Systems Team.

Lead the design, implementation and management of the district's networks (WAN/LAN/WLAN, Intranet, Internet), including security, proactive monitoring/analysis, maintenance/troubleshooting, and documentation of these systems.

Architect overall infrastructure of directory services, define, create and schedule maintenance plans. Define district standards for objects within directory services including user accounts, computers and groups.

Oversee virtual server environment for Windows and Linux operating systems.

Oversee direct support to users of the Financial/HR System. Serve as liaison between Financial/HR System users and Financial/HR System vendor. Coordinate with the Fiscal Services and Human Resources departments to perform Accounts Payable, Payroll, and Personnel processing according to established monthly production schedules.

Monitor and maintain the health of technology systems and servers. This includes monitoring tools and updates to operating systems, databases, security, applications, hardware and firmware.

Oversee the installation, maintenance and support of District telephone systems, voicemail systems and related equipment.

Manage district applications and cloud hosted services.

Evaluate enterprise networking components and infrastructure; develop detailed analysis reports and recommendations for network and data communications systems.

Architect, develop, write and/or update disaster recovery plan for major district enterprise systems.

Participate in the development and enforcement of communications and networking systems, desktop, server and other network device standards and policies for connected computing environments.

Plan and monitor district E-Rate compliance and funding.

Maintain District/Internet applications, firewall, web server and Internet content filtering.

Supervise Elk Grove Unified School District Enterprise Systems staff and operations of the team; conducts technical assessments, designs, implementations and reviews, staff performance planning, evaluations, allocates and confirms task completions by the assigned staff.

Oversee District Data Center operation.

Maintain current knowledge of technological advances in industry trends by attending conferences, in-services, workshops, professional organizations and readings.

Oversee and manage Licensing and Maintenance contracts.

Maintain and oversee team budget, ensuring accurate tracking of purchases and expenses.

Develop and maintain documentation and procedures.

DEMONSTRATED KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

WAN, LAN, WLAN and data communication systems operations, analysis and design.

Materials, methods and tools used in the installation, operation and repair of computer systems and applications.

Technical aspects of field of specialty.

Active Directory.

SQL Database technologies.

Financial/ HR Systems.

TCP/IP protocol and all of its components including SMTP, SNMP, HTTP and ICMP.

Network security management, access and authentication data integrity, business recovery, operating environment requirements and physical security.

Security management, access and authentication data integrity, business recovery, operating environment requirements and physical security.

Methods, materials and equipment used in the installation, maintenance and repair of telecommunications equipment and related systems.

Advance protocol/trace analysis and performance analysis.

Firewalls.

Server and database management.

Security cameras and electronic card access systems.

Virtualization technologies, such as VMWare.

Windows/Server and Mac Operating systems.

Storage Area Networks (SAN).

Telecommunications and voicemail terminology.

Office 365, Google, Mac and iOS.

DNS, DHCP and IP Address Management (IPAM).

ABILITY TO:

Prepare records and reports related to assigned activities.

Meet schedules and timelines.

Analyze situations accurately and adopt an effective course of action.

Evaluate enterprise components and infrastructure.

Setup and monitor system monitoring solutions.

Analyze and participate in the development of security standardization and implementation of security controls.

Isolate and resolve hardware and software problems.

Assist personnel with setting up and maintaining computer applications.

Install, maintain and repair WAN/LAN/WLAN and Windows servers and workstations.

Interpret, apply and explain rules, regulations, policies and procedures.

Establish and maintain cooperative and effective working relationships with others.

Develop and prepare processing schedules for computer operations.

Work closely with outside companies/partners.

Maintain consistent, punctual and regular attendance.

Operate a computer and assigned equipment.

Effectively communicate in order to exchange and understand information.

Read and analyze a variety of materials.

EDUCATION AND EXPERIENCE REQUIRED:

Any combination equivalent to: Bachelor's degree in computer science or a closely related field and five years experience supervising a technical staff in support of a data center or multi-campus network, computer systems and users.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver's license

WORKING CONDITIONS:

Environment:

Office environment

Driving a vehicle to conduct work

BOARD APPROVED: August 13, 2019