

JOB TITLE

BUSINESS ANALYST/DEVELOPER

DIVISION

OPERATIONS SERVICES

REPORTS TOASSISTANT DIRECTOR  
SYSTEMS DEVELOPMENTSALARY SCHEDULE & GRADE

II, GRADE 8

LENGTH OF WORK YEAR

260 DAYS

DATE

APRIL 21, 2014

SCOPE OF RESPONSIBILITIES

As a contributing member of the software development team, assists in leading project teams and utilizes in-depth hands-on experience to collect business requirements, design, develop, and test software applications. Interacts with business owners and functions as a subject matter and technical expert in applicable business areas. Defines and recommends methods for improving organizational efficiency and reducing costs through business process automation and use of technology.

PERFORMANCE RESPONSIBILITIES

1. Assists with the supervision of project teams and employs established internal standards to collect business requirements, translate functional requirements into technical requirements, and to design, develop and test software applications.
2. Interacts with business owners, vendors and other stakeholders, functioning as a subject matter expert, technical expert and technology liaison in applicable business areas and defines and recommends methods to improve organizational efficiency and reduce costs through improvement of business processes and use of technology.
3. Designs and develops reports and web applications including database design.
4. Diagnoses, troubleshoots, and configures hardware relevant to software applications and provides satisfactory resolution in a timely fashion.
5. Executes hands-on multiple concurrent projects utilizing effective time management, planning, organization, communication, and people skills to liaise with customers, developers, and other team members insuring timely delivery of projects and providing timely status updates to management and stakeholders.
6. Provides excellent and timely customer service by utilizing polite business communications, delivering projects on time, and satisfying ad-hoc data and/or report requests and strives to achieve developer certification.
7. Employs proactive measures to resolve project problems, implements the same throughout the team, and performs necessary duties outside normal business hours to accomplish goals and meet deliverables.
8. Assists in the software delivery process by testing software applications, and works closely with platform services and stakeholders to evaluate, recommend and support recommended and/or third party software, as needed.
9. Stays current on certification(s) by successfully completing updated certification exam(s), and keeps related developer skills updated.
10. Performs other duties as assigned by the Assistant Director Systems Development.

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights.

MINIMUM QUALIFICATIONS

1. Bachelor's degree in a related field
2. Three (3) years extensive hands-on experience in all phases of software development coupled with excellent analytical and problem-solving skills
3. Hands-on experience in T-SQL, and MS SQL Server Reporting Services, knowledge of object-oriented programming languages and tools for the web, and enterprise database inquiry skills
4. A current, relevant, and industry-recognized certification, or ability to successfully complete department-designated and department-paid certification(s) within twelve (12) months of hire

DESIRABLE QUALIFICATIONS

1. Master's degree in computer science.
2. Web development, .Net technologies, and database design
3. Supervisory experience in software development

JOB TITLE  
BUSINESS CONTINUITY ANALYST

DIVISION  
OPERATIONS SERVICES

REPORTS TO  
MANAGER PLATFORM SERVICES

SALARY SCHEDULE & GRADE  
I I, GRADE 9

LENGTH OF WORK YEAR  
260 DAYS

DATE  
APRIL 21, 2014

#### SCOPE OF RESPONSIBILITIES

Ensures the security and integrity of data, data systems, and data networks across the entire organization which includes designing and implementing disaster recovery processes and business continuity procedures for re-establishing servers, databases, and operating systems in the event of a disruption, both minor and catastrophic. Performs and analyzes disaster simulations for the prompt restoration of services, and conducts security audits where required.

#### PERFORMANCE RESPONSIBILITIES

1. Ensures integrity and confidentiality of the district Active Directory, email, Collaborative Portal, storage and virtualization implementations and develops all technology security policies and procedures, including those for end users, network procedures, and legal compliance as well as develop, implement, maintain, and oversee enforcement of policies, procedures and associated plans for disaster recovery administration and business continuity based on industry-standard best practices.
2. Conducts risk assessments and business impact analyses to identify vulnerable areas within the District's critical functions and recommends and implements disaster avoidance strategies and impact reduction strategies.
3. Confers with technology division and other key stakeholders to determine if changes in hardware or software configurations affect disaster recovery plans and/or business continuity outcomes and directs and coordinates staff efforts to formulate department-specific disaster recovery and business continuity plans.
4. Oversees enforcement of policies and procedures for system security administration and user system access, based on industry-standard best practices and conducts research on emerging products, services, protocols, and standards in support of contingency planning and development efforts.
5. Develops and establishes disaster recovery and business continuity procedures for the restoration of mission-critical business applications in the event of natural disasters, technical failures, power outages, and human interference and manages and coordinates all aspects of actual recovery plan implementation and efforts, including initial emergency response, recovery procedures, and business resumption processes.
6. Concurrently executes multiple hands-on projects and utilizes effective time management, planning, and people skills to liaise with customers, developers, and other team members to insure timely delivery of projects to provide timely status update to all project stakeholders.
7. Provides excellent and timely customer service by utilizing polite business communications, delivering projects on time, and satisfying ad-hoc data and/or report requests; monitors systems and resolves problems outside normal business hours.
8. Mentors other staff members and guides staff in technical certification efforts.
9. Stays current on certification(s) by successfully completing updated certification exam(s), and keeps related skills updated.
10. Performs other duties as assigned by the Manager Platform Services.

#### PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull moderate weights.

#### MINIMUM QUALIFICATIONS

1. Bachelor's degree in related field and/or six (6) years of demonstrable experience in implementing business continuity and disaster recovery solutions in an enterprise environment
2. Three (3) years experience managing enterprise information security systems including Active Directory, data encryption, and enterprise messaging including MS Exchange and knowledge of applicable practices and laws relating to data privacy and protection
3. A current, related, and industry-recognized certification or ability to successfully complete department-designated and department-paid certification(s) within twelve (12) months of hire
4. Broad hands-on knowledge of disaster recovery planning and other industry-standard techniques and practices including server virtualization, server consolidation and storage provisioning and in-depth knowledge of all types of disasters, natural or otherwise, and their effect on company technologies

#### DESIRABLE QUALIFICATIONS

1. Master's degree in computer science
2. Hands-on experience managing network and direct attached storage devices
3. Hands-on experience in Windows scripting, GPO, .Net technologies, and MS SharePoint Portal Server
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JOB TITLE  
DATABASE ADMINISTRATOR

DIVISION  
OPERATIONS SERVICES

REPORTS TO  
ASSISTANT DIRECTOR  
SYSTEMS DEVELOPMENT

SALARY SCHEDULE & GRADE  
II, GRADE 9

LENGTH OF WORK YEAR  
260 DAYS

DATE  
APRIL 21, 2014

#### SCOPE OF RESPONSIBILITIES

Designs, installs, monitors, and maintains performance tune production databases while ensuring high levels of data availability. Develops, implements, and oversees database policies and procedures to ensure the integrity and availability of databases and their accompanying software. Strategically designs and implements data warehouses, data marts, and data stores, while ensuring high levels of data availability. Defines data standards and models for warehouse architectures and employs established internal standards to design data structures that support data-driven decision making.

#### PERFORMANCE RESPONSIBILITIES

1. Assesses and develops long-term strategic goals for production databases and data warehouse in conjunction with data owners and district managers, and provides data warehouse issue identification and resolution services including but not limited to performance issues, inefficiencies and gaps, data quality issues, access and security issues.
2. Works with and mentors application development staff to develop database and data warehouse architectures, coding standards, and quality assurance policies and procedures, business intelligence dashboards, and established internal standards and policies as well as leverages solutions to insure the data warehouse operations are automated, reliable, data is consistent and the architecture supports both simple and sophisticated data analysis using standardized tools.
3. Installs and configures relevant network components to ensure secure database access as well as database consistency and integrity, and monitors database system details within the database, including stored procedures and execution time, and implements efficiency improvements.
4. Plans and coordinates data migrations between systems, develops, implements, and maintains change control and testing processes for modifications to databases; designs and implements redundant systems, policies, and procedures for disaster recovery and data archiving to ensure effective protection and integrity of data assets.
5. Evaluates, recommends, selects, and implements data warehouse components including database management systems, ETL (extract, transform and load) software, data mining tools, metadata management tools; and monitors system details within the data warehouse, including stored procedures, dimensions and cubes, and implements efficiency improvements, and assists in troubleshooting and designing transactional database systems.
6. Leads multiple concurrent projects, supervises staff where needed, and utilizes effective time management, planning, and people skills to liaise with developers, other team members, and customers to insure timely delivery of projects and to provide timely status update to all project stakeholders.
7. Provides excellent and timely customer service by utilizing polite business communications, fulfilling requests on time, and satisfying ad-hoc requests and employs proactive measures to resolve project problems and implements the same throughout the team.
8. Researches emerging database technologies and/or methodologies and implements processes for improving efficiency and reducing costs.
9. Stays current on certification(s) by successfully completing updated certification exam(s), and keeps related technical skills updated.
10. Performs other duties as assigned by the Assistant Director Systems Development.

#### PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights.

#### MINIMUM QUALIFICATIONS

1. Bachelor's degree in related field
2. Five (5) years experience with designing, building, installing, configuring and supporting enterprise database servers and data warehouses
3. In-depth knowledge of relational and dimensional data modeling, database structures, theories, principles, and

practices as well as broad hands-on knowledge of data warehouse and business intelligence strategies to meet enterprise data mining, analysis, and reporting needs

4. A current, relevant, and industry-recognized certification, or ability to successfully complete department-designated and department-paid certification(s) within twelve (12) months of hire

#### DESIRABLE QUALIFICATIONS

1. Master's degree with computer specialization
2. Experience in building decision support systems including but not limited to balanced scorecards, dashboards, data mining models, multi-dimensional expressions (MDX) and troubleshooting transactional database performance issues
3. Supervisory experience

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JOB TITLE  
ENTERPRISE ARCHITECT

DIVISION  
OPERATIONS SERVICES

REPORTS TO  
ASSISTANT DIRECTOR  
SYSTEMS DEVELOPMENT

SALARY SCHEDULE & GRADE  
II, GRADE 9

LENGTH OF WORK YEAR  
260 DAYS

DATE  
APRIL 21, 2014

SCOPE OF RESPONSIBILITIES

Supervises project teams, architects solutions, mentors team members, and participates in all phases of software development. Provides expert technical leadership across the organization from strategic decision making down to project implementation. Analyses and recommends methods for improving organizational efficiency and reducing costs through improvement of business processes and use of technology.

PERFORMANCE RESPONSIBILITIES

1. Supervises and participates in all aspects of software development including architecture, business requirements, design, development, and testing, and provides final approval for software deployment to production.
2. Administers established internal standards and processes to facilitate the use of cutting edge programming languages, development tools and programming methodologies, and monitors adherence to corporate standards in application design, development and testing.
3. Leads efforts in extending and/or integrating key district systems and architects appropriate interfaces to enable interoperability between disparate systems.
4. Demonstrates expert technical leadership in all areas of software development and architecture; researches emerging software development technologies and/or methodologies and implements technology and processes for improving organizational efficiency and reducing costs.
5. Supervises multiple concurrent projects and utilizes effective time management, planning, and people skills to liaise with customers, developers, and other team members to insure timely delivery of projects and provides timely status update to all project stakeholders.
6. Provides excellent and timely customer service by utilizing polite business communications, delivering projects on time, and satisfying ad-hoc data and/or report requests.
7. Mentors other staff members and guides staff in technical certification efforts and employs proactive measures to resolve project problems and implements the same throughout the team.
8. Stays current on certification(s) by successfully completing updated certification exam(s), and keeps related developer skills updated.
9. Evaluates and recommends 3<sup>rd</sup> party software as needed and functions as subject matter expert in applicable business areas.
10. Performs other duties as assigned by the Assistant Director Systems Development.

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights.

MINIMUM QUALIFICATIONS

1. Bachelor's degree in related field
2. Five (5) years of demonstrable experience in designing enterprise information systems using industry-standard design architecture and solution strategies including web technologies, system integration techniques and information technology compliance and governance
3. In-depth hands-on knowledge of object-oriented programming languages and tools for the web, enterprise database design and inquiry skills as well as knowledge of multiple programming paradigms
4. A current, relevant, and industry-recognized certification, or ability to successfully complete department-designated and department-paid certification(s) within twelve (12) months of hire

DESIRABLE QUALIFICATIONS

1. Master's degree with computer specialization
2. Hands-on experience implementing enterprise document management systems and architecting software as a service (SAAS)
3. Supervisory experience

JOB TITLE  
LEAD TECHNOLOGY SUPPORT  
SPECIALIST

DIVISION  
OPERATIONS SERVICES

REPORTS TO  
MANAGER CUSTOMER SUPPORT

SALARY SCHEDULE & GRADE  
IA, GRADE 15

LENGTH OF WORK YEAR  
260 DAYS

DATE  
APRIL 21, 2014

SCOPE OF RESPONSIBILITIES

Leads, coordinates and assists the technology support specialists. Manages the day to day activities of the technology support specialists and provides technical support, training and guidance to staff. Performs duties as a technology support specialist when assigned.

PERFORMANCE RESPONSIBILITIES

1. Leads staff in the performance of assigned duties and works closely with the Manager Customer Support to implement measures to advance the service quality as well as to gather key metrics to measure performance of the technology support group.
2. Verifies the accuracy and completeness of work performed by assigned staff and effectively communicates ideas of improvement to management in a pro-active manner.
3. Utilizes remote assistance as well as other tool sets to provides support for district's Information Technology products and services. Support may include answering questions, troubleshooting problems, teaching or instructing customers regarding software or hardware functionality, and communicating policy.
4. Determines the most effective manner to resolve the customer's issue and diligently engages in self-directed research and in-depth troubleshooting to resolve technical issues. Works closely with other customer support team members and engages other technical service groups when necessary while following established methodologies to improve first call resolution, manage customer perception, and build strong relationships.
5. Records required customer and problem information in the ticketing system and updates tickets with appropriate entries of activities. Closes the tickets with resolution entered upon completion of the job and verification that the suggested solutions effectively resolves the users' problems as evidenced by verbal, phone, or email follow-up.
6. Assists users with operational needs as well as troubleshoots issues with the district's critical systems including but not limited to HR/Payroll/Financial systems and student information systems.
7. Troubleshoots hardware, software or network problems associated with district devices and performs the necessary repairs including but not limited to re-imaging machines, identifying and applying software and/or hardware updates.
8. Stays current on certification(s) by successfully completing updated certification exam(s) while keeping abreast of new systems implemented in the district, and mentoring junior staff members.
9. Works closely with the Manager Customer Support and the Platform Services group to support infrastructure related tasks including but not limited to, password changes, provisioning, running scripts and/or jobs, data forensics and other Active Directory related tasks.
10. Performs other duties as assigned by the Manager Customer Support.

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, reaching, with the ability to lift, carry, push or pull light weights.

MINIMUM QUALIFICATIONS

1. Associates Degree
2. Five (5) years of experience working in a help desk environment supporting desktop/server hardware and software
3. Successful completion of the customer service representative certification within 90 days of employment
4. A current, relevant, and industry-recognized certification or ability to successfully complete department-designated and department-paid certification within twelve (12) months of hire

DESIRABLE QUALIFICATIONS

1. Bachelor's Degree.
2. Demonstrable experience in managing a successful team of technical support personnel and the ability to effectively prioritize and execute tasks in a high pressure environment
3. Exceptional customer service orientation with the ability to describe computer issues in a user-friendly language

JOB TITLE  
SOFTWARE DEVELOPER I

DIVISION  
OPERATIONS SERVICES

REPORTS TO  
ASSISTANT DIRECTOR  
SYSTEMS DEVELOPMENT

SALARY SCHEDULE & GRADE  
II, GRADE 6

LENGTH OF WORK YEAR  
260 DAYS

DATE  
APRIL 21, 2014

#### SCOPE OF RESPONSIBILITIES

Designs, develops, tests, and maintains enterprise software using object-oriented languages and enterprise database design and inquiry skills. Captures user requirements individually and/or through collaboration with other team members, participates in testing sessions, and coordinates final implementation of the product(s).

#### PERFORMANCE RESPONSIBILITIES

1. Consistently writes, translates, and codes application software and reports according to specifications and established internal standards.
2. Employs cutting edge programming languages, development tools and programming methodologies.
3. Develops quality code and performs test procedures on new and existing software programs for the purposes of correcting errors, isolating areas for improvement, and general debugging.
4. Concurrently executes multiple projects and delivers projects on time by utilizing effective time management, planning, and organization, and communicates project and task status to management and stakeholders in a timely fashion.
5. Designs enterprise databases and works with the Database Administrator for database design assistance/review.
6. Collects or assists with the gathering and documentation of business requirements and provides excellent and timely customer service by utilizing polite business communications, fulfilling requests on time, and satisfying ad-hoc data and/or report requests.
7. Troubleshoots software applications to isolate the source of a problem and provides satisfactory resolution so that the application is operational again.
8. Proactively anticipates project problems and takes suitable actions in advance to resolve the same and to prevent situations from escalating.
9. Stays current on certification(s) by successfully completing updated certification exam(s), and keeps related developer skills updated.
10. Performs other duties as assigned by the Assistant Director Systems Development.

#### PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights.

#### MINIMUM QUALIFICATIONS

1. Bachelor's degree in a related field or completed course work towards a Bachelor's degree or one (1) year of demonstrable experience in designing, developing, and implementing enterprise software
2. A current, relevant, and industry-recognized certification or ability to successfully complete department-designated and department-paid certification(s) within twelve (12) months of hire
3. In-depth knowledge of object-oriented programming languages and tools for the web, and enterprise database design and inquiry skills

#### DESIRABLE QUALIFICATIONS

1. Master's degree in computer science
2. Hands-on experience managing software development lifecycle
3. Hands-on experience in .Net technologies, database design, T-SQL, and MS SQL Server Reporting Services

JOB TITLE  
SOFTWARE DEVELOPER II

DIVISION  
OPERATIONS SERVICES

REPORTS TO  
ASSISTANT DIRECTOR  
SYSTEMS DEVELOPMENT

SALARY SCHEDULE & GRADE  
II, GRADE 7

LENGTH OF WORK YEAR  
260 DAYS

DATE  
APRIL 21, 2014

SCOPE OF RESPONSIBILITIES

Assists in leading project teams, mentors team members, captures user requirements and participates in all phases of in-house software development process. Designs, develops, tests and maintains enterprise software using object-oriented languages and enterprise database design and inquiry skills.

PERFORMANCE RESPONSIBILITIES

1. Consistently writes, translates, and codes application software and reports according to specifications and established internal standards.
2. Develops quality code and performs test procedures on new and existing software programs for the purposes of correcting errors, isolating areas for improvement, and general debugging.
3. Assists in leading and executing multiple concurrent projects and utilizes effective time management, planning, and people skills to liaise with developers and other team members to insure timely delivery of projects and to provide timely status update to all project stakeholders.
4. Collects or assists with the gathering and documentation of business requirements and provides excellent and timely customer service by utilizing polite business communications, fulfilling requests on time, and satisfying ad-hoc data and/or report requests.
5. Assists in leading efforts to troubleshoot software applications to isolate the source of a problem and provides satisfactory resolution so that the application is operational again.
6. Mentors junior staff members and guides junior staff in technical certification efforts.
7. Employs proactive measures to resolve project problems and implements the same throughout the team, and performs necessary duties outside normal business hours to accomplish goals and meet deliverables.
8. Stays current on certification(s) by successfully completing updated certification exam(s), and keeps related developer skills updated.
9. Researches emerging software development technologies and/or methodologies, develops standards and processes to facilitate the use of cutting edge programming languages, development tools and programming methodologies, and implements technology and processes for increasing productivity and reducing costs.
10. Performs other duties as assigned by the Assistant Director Systems Development.

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights.

MINIMUM QUALIFICATIONS

1. Bachelor's degree in a related field and two (2) years of demonstrable experience in designing, developing and implementing enterprise software solutions
2. A current, relevant, and industry-recognized certification, or ability to successfully complete department-designated and department-paid certification(s) within twelve (12) months of hire
3. In-depth knowledge of object-oriented programming languages and tools for the web, and enterprise database design and inquiry skills

DESIRABLE QUALIFICATIONS

1. Master's degree in computer science
2. Hands-on experience managing large software development projects in an enterprise setting
3. Supervisory experience in an enterprise team setting

JOB TITLE  
SOFTWARE ENGINEER

DIVISION  
OPERATIONS SERVICES

REPORTS TO  
ASSISTANT DIRECTOR  
SYSTEMS DEVELOPMENT

SALARY SCHEDULE & GRADE  
II, GRADE 8

LENGTH OF WORK YEAR  
260 DAYS

DATE  
APRIL 21, 2014

#### SCOPE OF RESPONSIBILITIES

Leads and assists with the supervision of project teams. Participates hands-on in all aspects of software development including architecture, business requirements, design, development, and testing. Configures, maintains and troubleshoots hardware associated with hosting district applications. Serves as the subject matter expert and interacts with business owners and other stake holders to collect business requirements and to insure projects are completed in a timely fashion.

#### PERFORMANCE RESPONSIBILITIES

1. Leads and assists with the supervision of project teams, employs established internal standards and participates hands-on in all aspects of software development including architecture, business requirements, design, development, and testing.
2. Works closely with the Platform Services group to diagnoses, troubleshoot, configure and monitor hardware relevant to the hosting of software applications and provides satisfactory and timely resolution to all issues pertinent to the same thereby insuring high availability and reliability.
3. Leads and executes hands-on multiple concurrent projects utilizing effective time management, planning, organization, communication, and people skills to liaise with customers, developers, and other team members insuring timely delivery of projects and providing timely status updates to management and stakeholders.
4. Interacts with business owners and functions as a subject matter expert in applicable business areas and collects business requirements as required.
5. Provides excellent and timely customer service by utilizing polite business communications, delivering projects on time, and satisfying ad-hoc data and/or report requests.
6. Mentors other staff members, assists staff in technical certification efforts and employs proactive measures to resolve project problems and implements such measures throughout the team.
7. Stays current on certification(s) by successfully completing updated certification exam(s), and keeps related developer skills updated.
8. Researches emerging software development technologies and/or methodologies, develops standards and processes to facilitate the use of cutting edge programming languages, development tools and programming methodologies, and implements technology and processes for increasing productivity and reducing costs.
9. Evaluates and recommends 3<sup>rd</sup> party software as needed.
10. Performs other duties as assigned by the Assistant Director Systems Development.

#### PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights.

#### MINIMUM QUALIFICATIONS

1. Bachelor's degree in related field
2. Three (3) years of demonstrable hands-on experience in leading all phases of enterprise software development
3. In-depth knowledge of object-oriented programming languages and tools for the web, and enterprise database design and inquiry skills
4. A current, relevant, and industry-recognized certification, or ability to successfully complete department-designated and department-paid certification(s) within twelve (12) months of hire

#### DESIRABLE QUALIFICATIONS

1. Master's degree with computer specialization
2. Enterprise hardware troubleshooting which includes servers, load balancers and related network components
3. Excellent communication and interpersonal skills
4. Supervisory experience in software development

JOB TITLE  
SYSTEMS ADMINISTRATOR

DIVISION  
OPERATIONS SERVICES

REPORTS TO  
MANAGER PLATFORM SERVICES

SALARY SCHEDULE & GRADE  
II, GRADE 7

LENGTH OF WORK YEAR  
260 DAYS

DATE  
APRIL 21, 2014

SCOPE OF RESPONSIBILITIES

Plans, coordinates, and monitors systems hardware and application software. Supports project tasks including monitoring customer systems performance, receiving, analyzing, and tracking customer trouble tickets, defining/coordinating solutions, testing hardware and software solutions, and deploying hardware and software solutions as required. Maintains and monitors data center hardware and configurations.

PERFORMANCE RESPONSIBILITIES

1. Diagnoses and troubleshoots enterprise hardware and application software and provides satisfactory resolution in a timely fashion.
2. Monitors data center systems, including defining and running daily health checks as required, and responds to system alerts in a primary contact role while engaging other team members.
3. Resolves trouble tickets to the satisfaction of the initiator in a timely fashion and insures the tickets complete their lifecycle.
4. Tests data center hardware and software changes prior to deployment, promptly documents and disseminates findings to the team members and subsequently collaborates with team members to satisfactorily resolve issues discovered during the tests.
5. Executes concurrent multiple projects and utilizes effective time management, planning, and people skills to liaise with other team members and customers to insure timely delivery of projects and to provide timely status update to all project stakeholders.
6. Provides excellent and timely customer service by utilizing polite business communications, delivering projects on time, and satisfying ad-hoc requests.
7. Creates and maintains data center documentation and diagrams and coordinates with vendors and other business units to insure viability of the datacenter infrastructure.
8. Performs data center hardware upgrades, maintains system configurations, deploys patches and software packages, and monitors systems and resolves problems outside normal business hours.
9. Stays current on certification(s) by successfully completing updated certification exam(s), and keeps related hardware and software skills updated.
10. Performs other duties as assigned by the Manager Platform Services.

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing and reaching, with the ability to lift, carry, push or pull moderate weights.

MINIMUM QUALIFICATIONS

1. Bachelor's degree in a related field
2. Two (2) years of demonstrable experience supporting the hardware and systems infrastructure in an enterprise data center setting
3. A current, relevant, and industry-recognized certification or ability to successfully complete department-designated and department-paid certification(s) within twelve (12) months of hire

DESIRABLE QUALIFICATIONS

1. Master's degree with computer specialization
2. Analytical, conceptual, and problem-solving abilities

JOB TITLE  
SYSTEMS ENGINEER

DIVISION  
OPERATIONS SERVICES

REPORTS TO  
MANAGER, PLATFORM SERVICES

SALARY SCHEDULE & GRADE  
II, GRADE 8

LENGTH OF WORK YEAR  
260 DAYS

DATE  
APRIL 21, 2014

SCOPE OF RESPONSIBILITIES

Plans, manages and executes service and support procedures and executes technical tasks associated with the implementation of physical and virtualized server and storage, switching, and Active Directory solution sets. Manages the district's Active Directory implementation including but not limited to provisioning, group policy, and access control.

PERFORMANCE RESPONSIBILITIES

1. Manages all aspects of the district's server and application infrastructure in both physical and virtualized environments.
2. Works closely with team members in the platform services group, Digital Technology, vendors, and the Kentucky Department of Education to implement effective change control processes and establish communication and notification protocols.
3. Manages the day-to-day operations of the district's Active Directory implementation and architects and implements strategic plans to insure the security and viability of the district's security principal via the efficient use of automation and security best practices.
4. Periodically evaluates and makes appropriate changes to the Active Directory security groups and memberships to insure security and integrity of the implementation and designs, implements and manages appropriate group policies and scripts.
5. Designs, implements, and manages virtualized server farm(s) to consolidate district servers, data, and systems.
6. Proactively monitors the various server farms and clusters and implements measures to mitigate and rectify problems to insure 24x7x365 up time. This includes monitoring and implementing appropriate host and client operating system patches, warranty upkeep and leading efforts to rectify problems.
7. Leads concurrent multiple hands-on projects and provides excellent and timely customer service by utilizing polite business communications, fulfilling requests on time, and satisfying ad-hoc data, report, research or script requests.
8. Researches emerging technologies or methodologies, develops standards and processes to facilitate the use of industry-standard best practices in virtualization and Active Directory, and implements technology and processes to increase productivity and reduce operating costs.
9. Mentors other staff and provides technical assistance to clients and internal resources while staying current on certification(s) and related skills.
10. Performs other duties as assigned by the Manager Platform Services.

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull moderate weights.

MINIMUM QUALIFICATIONS

1. Bachelor's degree in related area and three (3) years of demonstrable hands-on experience in the design, implementation and management of complex physical and virtualized server infrastructure, Active Directory, and storage solutions at a large enterprise or service provider
2. In-depth knowledge of Microsoft Active Directory, blade servers, chassis and switching including fiber and iSCSI, storage area network technologies and server virtualization technologies like Hyper-V. Demonstrable experience in the design and management of Active Directory access control policies and server/storage consolidation and provisioning methodologies
3. A current, relevant, and industry-recognized certification or ability to successfully complete department-designated and department-paid certification(s) within twelve (12) months of hire

DESIRABLE QUALIFICATIONS

1. Project management experience
2. Hands-on experience in implementing network resource access control, security and audit protocols
3. Hands-on experience in PowerShell, Microsoft Exchange, ERP Systems, information security, archival and delivery technologies

JOB TITLE  
TECHNOLOGY SUPPORT  
SPECIALIST I

DIVISION  
OPERATIONS SERVICES

REPORTS TO  
MANAGER CUSTOMER SUPPORT

SALARY SCHEDULE & GRADE  
IA, GRADE 10

LENGTH OF WORK YEAR  
260 DAYS

DATE  
APRIL 21, 2014

#### SCOPE OF RESPONSIBILITIES

Provides tier I support for incoming customer requests. Troubleshoot problems with a variety of district applications in a timely and accurate fashion and provides end user training and assistance when required. Problem resolution may involve the use of diagnostic and help request tracking tools, remote control tools to actively resolve end users help requests.

#### PERFORMANCE RESPONSIBILITIES

1. Effectively, professionally, and respectfully represents other Information Technology staff members, teams, and their service to the client community.
2. Utilizes remote assistance as well as other tool sets to provides support for the district's Information Technology products and services. Support may include answering questions, troubleshooting problems, teaching or instructing customers regarding software or hardware functionality, and communicating policy.
3. Determines the most effective manner to resolve the customer's issue and diligently engages in self-directed research and in-depth troubleshooting to resolve technical issues.
4. Records required customer and problem information in the ticketing system and updates tickets with appropriate entries of activities. Closes the tickets with resolution entered upon completion of the job.
5. Learns the software systems developed in-house and troubleshoots the same with the customers. Escalates the problem to the tier II support after gathering detailed information to replicate the problem.
6. Assists users with operational needs as well as troubleshoots issues with the district's critical systems including but not limited to HR/Payroll/Financial systems and student information systems.
7. Troubleshoots hardware, software or network problems associated with district devices and works closely with tier II support to initiate the necessary repairs/fixes.
8. Actively participates in professional development to stay current on new systems implemented in the district.
9. Works closely with the Manager Customer Support and the lead support specialist in addressing infrastructure related support tasks including but not limited to, password changes, provisioning, and other Active Directory related tasks.
10. Performs other duties as assigned by the Manager Customer Support.

#### PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, reaching, with the ability to lift, carry, push or pull light weights.

#### MINIMUM QUALIFICATIONS

1. High School Diploma or G.E.D.
2. Three (3) years of experience with current desktop and server operating systems
3. Successful completion of the customer service representative certification within 90 days of employment
4. Extensive application support experience and working knowledge of a range of hardware and/or software diagnostic utilities

#### DESIRABLE QUALIFICATIONS

1. Bachelor's Degree.
2. Exceptional interpersonal skills, with a focus on rapport-building, listening, and inquiry skills
3. Ability to effectively prioritize and execute tasks in a high pressure environment
4. Exceptional customer service orientation with the ability to describe computer issues in a user-friendly language

JOB TITLE  
TECHNOLOGY SUPPORT  
SPECIALIST II

DIVISION  
OPERATIONS SERVICES

REPORTS TO  
MANAGER CUSTOMER SUPPORT

SALARY SCHEDULE & GRADE  
IA, GRADE 12

LENGTH OF WORK YEAR  
260 DAYS

DATE  
APRIL 21, 2014

SCOPE OF RESPONSIBILITIES

Provides tier II support for incoming customer requests. Troubleshoots problems with a variety of district applications in a timely and accurate fashion and provides end user training and assistance when required. Problem resolution may involve the use of diagnostic and help request tracking tools, remote control tools to actively resolve end users help requests.

PERFORMANCE RESPONSIBILITIES

1. Effectively, professionally, and respectfully represents other Information Technology staff members, teams, and their service to the client community.
2. Provides support for the district's Information Technology products and services including answering questions, troubleshooting problems, teaching or instructing customers regarding software or hardware functionality, and communicating policy.
3. Effectively resolves the customer's issue and diligently engages in self-directed research and in-depth troubleshooting to resolve technical issues. Works closely with other customer support team members and engages other technical service groups when necessary while following established methodologies to improve first call resolution, manage customer perception, and build strong relationships.
4. Maintains accurate and updated records of the customer problem and resolution information in the ticketing system. Closes the tickets with resolution entered upon completion of the job and verification that the suggested solutions effectively resolves the users' problems as evidenced by verbal, phone, or email follow-up.
5. Learns the software systems developed in-house and troubleshoots the same with the customers. Escalates the problem after gathering detailed information to replicate the problem and only if the issue is deemed as a bug.
6. Troubleshoots hardware, software or network problems associated with district devices and performs the necessary repairs including but not limited to re-imaging machines, identifying and applying software and/or hardware updates.
7. Stays current on certification(s) by successfully completing updated certification exam(s) while keeping abreast of new systems implemented in the district, and mentoring junior staff members.
8. Works closely with the Manager Customer Support and the Platform Services group to support infrastructure related tasks including but not limited to, password changes, provisioning, running scripts and/or jobs, data forensics and other Active Directory related tasks.
9. Performs other duties as assigned by the Manager Customer Support.

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, reaching, with the ability to lift, carry, push or pull light weights.

MINIMUM QUALIFICATIONS

1. High School Diploma or G.E.D.
2. Four (4) years experience with current desktop and server operating systems with at least two (2) years in a customer service or help desk setting
3. Successful completion of the customer service representative certification within 90 days of employment
4. A current, relevant, and industry-recognized certification or ability to successfully complete department-designated and department-paid certification(s) within twelve (12) months of hire
5. Extensive application support experience, especially with student information systems, coupled with advanced computer hardware and software troubleshooting experience

DESIRABLE QUALIFICATIONS

1. Bachelor's Degree
2. Exceptional interpersonal skills, with a focus on rapport-building, listening, and inquiry skills
3. Ability to effectively prioritize and execute tasks in a high pressure environment
4. Exceptional customer service orientation with the ability to describe computer issues in a user-friendly language

JOB TITLE  
TECHNOLOGY SUPPORT  
SPECIALIST III

DIVISION  
OPERATIONS SERVICES

REPORTS TO  
MANAGER CUSTOMER SUPPORT

SALARY SCHEDULE & GRADE  
IA, GRADE 14

LENGTH OF WORK YEAR  
260 DAYS

DATE  
APRIL 21, 2014

SCOPE OF RESPONSIBILITIES

Provides tier III support for incoming customer requests. Troubleshoots problems with a variety of district applications in a timely and accurate fashion and provides end user training and assistance when required. Problem resolution may involve the use of diagnostic and help request tracking tools, remote control tools to actively resolve end users help requests.

PERFORMANCE RESPONSIBILITIES

1. Effectively, professionally, and respectfully represents other Information Technology staff members, teams, and their service to the client community.
2. Utilizes remote assistance as well as other tool sets to provides support for the district's Information Technology products and services. Support may include answering questions, troubleshooting problems, teaching or instructing customers regarding software or hardware functionality, and communicating policy.
3. Determines the most effective manner to resolve the customer's issue and diligently engages in self-directed research and in-depth troubleshooting to resolve technical issues. Works closely with other customer support team members and engages other technical service groups when necessary while following established methodologies to improve first call resolution, manage customer perception, and build strong relationships.
4. Records required customer and problem information in the ticketing system and updates tickets with appropriate entries of activities. Closes the tickets with resolution entered upon completion of the job and verification that the suggested solutions effectively resolves the users' problems as evidenced by verbal, phone, or email follow-up.
5. Employs critical thinking to learn and understand the software systems developed in-house and troubleshoots the same with the customers. Escalates the problem after gathering detailed information to replicate the problem and only if the issue is deemed as a bug.
6. Assists users with operational needs as well as troubleshoots issues with the district's critical systems including but not limited to HR/Payroll/Financial systems and student information systems.
7. Troubleshoots hardware, software or network problems associated with district devices and performs the necessary repairs including but not limited to re-imaging machines, identifying and applying software and/or hardware updates.
8. Stays current on certification(s) by successfully completing updated certification exam(s) while keeping abreast of new systems implemented in the district, and mentoring junior staff members.
9. Works closely with the Manager Customer Support and the Platform Services group to support infrastructure related tasks including but not limited to, password changes, provisioning, running scripts and/or jobs, data forensics and other Active Directory related tasks.
10. Assists other staff members in resolving outstanding tickets in a timely manner, closely monitors the ticket queue and quickly formulates and implements resolution paths to comply with the service level agreement to the customers.
11. Performs other duties as assigned by the Manager Customer Support.

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, reaching, with the ability to lift, carry, push or pull light weights.

MINIMUM QUALIFICATIONS

1. Bachelor's Degree
2. Four (4) years experience with current desktop and server operating systems with at least two (2) years in a customer service or help desk setting
3. Successful completion of the customer service representative certification within 90 days of employment
4. A current, relevant, and industry-recognized certification or ability to successfully complete department-designated and department-paid certification(s) within twelve (12) months of hire
5. Extensive application support experience, especially with student information systems, coupled with advanced computer hardware and software troubleshooting experience

DESIRABLE QUALIFICATIONS

1. Exceptional interpersonal skills, with a focus on rapport-building, listening, and inquiry skills
2. Ability to effectively prioritize and execute tasks in a high pressure environment
3. Exceptional customer service orientation with the ability to describe computer issues in a user-friendly language

JOB TITLE  
VIRTUALIZATION ENGINEER

DIVISION  
OPERATIONS SERVICES

REPORTS TO  
MANAGER PLATFORM SERVICES

SALARY SCHEDULE & GRADE  
II, GRADE 9

LENGTH OF WORK YEAR  
260 DAYS

DATE  
APRIL 21, 2014

SCOPE OF RESPONSIBILITIES

Plans and conducts technical tasks associated with the implementation of virtualization, Active Directory and storage virtualization solution sets. Manages the district's Active Directory forest implementation including but not limited to provisioning, group policy, and access control.

PERFORMANCE RESPONSIBILITIES

1. Manages all aspects of the district's server, application and storage virtualization infrastructure and works closely with team members in the platform services group, Digital Technology, vendors, and the Kentucky Department of Education in managing the data center operations and insuring its up-time.
2. Manages the district's storage infrastructure including but not limited to storage area networks, direct attached storage and server-based storage systems and designs and provisions storage for all district systems including but not limited to servers, databases and virtualized clients.
3. Designs, implements, and manages virtualized server farm(s) to consolidate district servers and systems.
4. Proactively manages capacity to insure the most cost effective solutions as well as hardware warranty cycles to insure timely refresh of data center hardware.
5. Project manages the technical tasks associated with the implementation of the aforementioned technologies in complex environments assuring timely and quality completion of deliverables and provides issue resolution, assessment of system environment readiness and installation services; monitors systems and resolves problems outside normal business hours.
6. Mentors and provides technical assistance to clients and internal resources.
7. Concurrently executes multiple projects and utilizes effective time management, planning, and people skills to liaise with customers, developers, and other team members to insure timely delivery of projects and to provide timely status update to all project stakeholders.
8. Stays current on certification(s) by successfully completing updated certification exam(s), and keeps related skills updated.
9. Mentors other staff members and guides staff in technical certification efforts.
10. Performs other duties as assigned by the Manager Platform Services.

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull medium weights.

MINIMUM QUALIFICATIONS

1. Bachelor's degree in related field
2. Three (3) years of proven hands-on experience in the design, implementation and management of complex server virtualization, Active Directory, and storage solutions at a large enterprise or service provider, and in-depth knowledge of Microsoft Hyper-V, Active Directory and storage area network technologies
3. A current, relevant, and industry-recognized certification or ability to successfully complete department-designated and department-paid certification(s) within twelve (12) months of hire
4. Proven experience in the design and management of Active Directory access control policies and storage consolidation and provisioning

DESIRABLE QUALIFICATIONS

1. Project management experience
2. Hands-on experience in managing and implementing enterprise identity management system
3. Hands-on experience in .Net technologies, Microsoft Exchange, ERP Systems, information security, archival and delivery technologies

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