



NEW Revised: Submitted:
 07/01/2019 06/11/2019
 1/18/2025 12/17/2024

JOB TITLE:	EXECUTIVE ADMINISTRATOR DIGITAL INNOVATIONS AND PROGRAM MANAGEMENT EDUCATIONAL TECHNOLOGY & MEDIA SERVICES
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	IV, GRADE 14
WORK YEAR:	AS APPROVED BY THE BOARD 260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	4056
BARGAINING UNIT:	CERX

SCOPE OF RESPONSIBILITIES

Provides vision and leadership for Educational Technology in the District. Provides leadership in the development of a coherent and aligned professional and digital development plan to ensure all teachers and staff are provided with a quality learning experience. Provides leadership in the development of all digital learning systems, training modules, support and possible expansion of current educational technology opportunities. Works closely with other departments but primarily with the Academics ~~department~~-Division to ensure a seamless technology experience for students and staff.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Participates in and formalizes District short and long range planning in areas of possible growth, expansion, and new educational opportunities in technology
- Oversees the Library Media Services program of the District in cooperation with the Executive Director of Library Media Services
- Provides intentional coaching and creates systems to guide District digital learning coaches based on the district's instructional vision
- Stay abreast of current and emerging technologies and trends in educational technology
- Explores and oversees grant opportunities to fund and expand technology in the classroom
- Directs the establishment and ongoing operations of professional development to ensure long-term professional development programs are in place in conjunction with Teaching and Learning department
- Monitors the implementation of instructional technologies in the local schools and coordinates with the Academics Division to meet the educational objectives of the District
- Coordinates the development, implementation, and ongoing refinement of professional and digital development and training programs necessary to ensure that teachers and other staff know the specific knowledge and skills to be taught and learned at each grade and in each subject, and how to utilize appropriate platforms to support deeper learning
- Designs, develops, implements, and/or recommends Student Technology Leadership Program (STLP) resources and opportunities
- Supports the Academic Division with the operational logistics needed for school leadership professional developments and trainings, including district-wide trainings
- Support the integration of technology into Library Media Services to enhance student learning
- Works in conjunction with multiple departments to facilitate the use of technology to meet District needs
- Ensures compliance with federal laws, Kentucky statutes, Kentucky Board of Education regulations, and JCPS policies, rules, and procedures relating to technology programs
- Evaluates staff as assigned

Performs other duties as assigned by supervisor
Regular, predictable performance is required for all performance responsibilities
This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek). The work is primarily sedentary. The work at times requires bending, squatting, crawling, climbing, reaching with the ability to lift, carry, push or pull light weights. The work requires the use of hands for simple grasping and fine manipulations. The work requires activities involving driving automotive equipment.
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MINIMUM QUALIFICATIONS

Master's Degree or higher from an accredited university in related field
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Three (3) years of successful experience as a teacher or equivalent

Experience with technology and training

Effective communication skills

DESIRABLE QUALIFICATIONS

Organizational, communication, and interpersonal skills

Skill in planning and project management
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Knowledge of the educational processes
--

Experience in a diverse workplace



Revised: 1/18/2025
Submitted: 12/17/2024

JOB TITLE:	EXECUTIVE ADMINISTRATOR EDUCATIONAL TECHNOLOGY & MEDIA SERVICES
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	IV, GRADE 14
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	4056
BARGAINING UNIT:	CERX

SCOPE OF RESPONSIBILITIES

Provides vision and leadership for Educational Technology in the District. Provides leadership in the development of a coherent and aligned professional and digital development plan to ensure all teachers and staff are provided with a quality learning experience. Provides leadership in the development of all digital learning systems, training modules, support and possible expansion of current educational technology opportunities. Works closely with other departments but primarily with the Academics Division to ensure a seamless technology experience for students and staff.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Participates in and formalizes District short and long range planning in areas of possible growth, expansion, and new educational opportunities in technology
- Oversees the Library Media Services program of the District in cooperation with the Executive Director of Library Media Services
- Provides intentional coaching and creates systems to guide District digital learning coaches based on the district's instructional vision
- Stay abreast of current and emerging technologies and trends in educational technology
- Explores and oversees grant opportunities to fund and expand technology in the classroom
- Directs the establishment and ongoing operations of professional development to ensure long-term professional development programs are in place in conjunction with Teaching and Learning department
- Monitors the implementation of instructional technologies in the local schools and coordinates with the Academics Division to meet the educational objectives of the District
- Coordinates the development, implementation, and ongoing refinement of professional and digital development and training programs necessary to ensure that teachers and other staff know the specific knowledge and skills to be taught and learned at each grade and in each subject, and how to utilize appropriate platforms to support deeper learning
- Designs, develops, implements, and/or recommends Student Technology Leadership Program (STLP) resources and opportunities
- Supports the Academic Division with the operational logistics needed for school leadership professional developments and trainings, including district-wide trainings
- Support the integration of technology into Library Media Services to enhance student learning
- Works in conjunction with multiple departments to facilitate the use of technology to meet District needs
- Ensures compliance with federal laws, Kentucky statutes, Kentucky Board of Education regulations, and JCPS policies, rules, and procedures relating to technology programs

Evaluates staff as assigned
Performs other duties as assigned by supervisor
Regular, predictable performance is required for all performance responsibilities
This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

<p>This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).</p>
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MINIMUM QUALIFICATIONS

Master's Degree or higher from an accredited university in related field
Three (3) years of successful experience as a teacher or equivalent
Experience with technology and training
Effective communication skills

DESIRABLE QUALIFICATIONS

Organizational, communication, and interpersonal skills
Skill in planning and project management
Knowledge of the educational processes
Experience in a diverse workplace



NEW Revised: Submitted:
 1/18/2025 12/17/2024
 07/01/2019 06/11/2019

JOB TITLE:	PHYSICAL SECURITY SUPPORT COORDINATOR SERVICE DELIVERY
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	AS APPROVED BY THE BOARD 260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8168
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Coordinates the day-to-day activities of the ~~technology field operations to provide operational support for technology used in the District badging operation and electronic building access system.~~ Works closely with all the ~~Infrastructure and Technology teams Support Services~~ to deliver timely support services. ~~Reviews work tickets to plan, recommend, and operationalize field operations resources to achieve operational efficiency in all aspects of service delivery and to promote cross-training of staff. Ensures operational adherence to ITIL-based service management, policies, and procedures.~~

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Coordinates all activities concerning ~~field operations in the areas of technology projects, maintenance, and support~~ badge creation for physical access to facilities
- Assist with site visits and planning for new physical security installations
- Manage projects related to physical security as needed
- Produce audit reports of buildings and access lists to allow building managers a way to update access lists to their buildings
- Manages day-to-day ~~service delivery~~ physical security support escalations; ~~ensures all work is done in an efficient and timely manner,~~ and is available on call 24 hours a day, seven days a week
- Work with District Operations Center (DOC) as a key contact and facilitate service delivery from the Technology Division to the DOC, helping them think through ideas and make improvements
- Designs and implements best practices, standards, and operational guidelines for providing optimum service delivery of all ~~technology-physical security~~ support services
- Ensures compliance with established Service Level Agreements, ~~district-wide technology architectural standards, hardware policies and procedures~~ within the areas of responsibility
- Identifies and executes continual service improvement initiatives and liaises with project teams to ensure operational readiness of all ~~IT~~ projects ~~involving physical security~~
- Keeps abreast of emerging technologies to identify service trends, and works closely with other information technology teams to review, design, test, implement, and support innovative enterprise technology solutions, ~~especially those focused on physical security~~
- Works closely with management and the support teams to establish and implement best practices, and follows effective change management strategies
- Utilizes effective communication skills to interact with internal clients and external stake holders at all levels to help resolve ~~IT-related~~ ~~physical security or badging~~ issues and provides answers in a timely manner
- Works closely with the ~~Technology-IT~~ management team to design, track, and report key performance indicators
- Mentors team members and stays current on certifications(s) by successfully completing updated certification exams
- Recommends and implements cost efficient measures to increase operational efficiencies

Evaluates staff as directed
Performs other duties as assigned by the designated supervisor
Completes all trainings and other compliance requirements as assigned and by the designated deadline
Regular, predictable performance is required for all performance responsibilities
This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

~~The work is performed while standing, walking and sitting. The work at times is sedentary. It routinely involves using computer software to assist with daily work. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull heavy weights. The work involves being exposed to marked changes in temperature and humidity, driving automotive equipment and exposure to dust, fumes, and gases.~~

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Associate's degree in computer science or related field and/or five (5) years of direct experience in technology field service delivery in an enterprise setting

In-depth knowledge of information technology support and technology service delivery; proven ability to think independently and resolve technology field support issues and effective personnel resource management

Excellent written and oral communication skills coupled with thorough knowledge of enterprise technology field services and project delivery; operational knowledge of industry-standard hardware, software and networking technologies used in school District settings

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

Effective communication skills

DESIRABLE QUALIFICATIONS

Bachelor's Degree

ITIL certification

PMP certification

Experience in a diverse workplace



Revised: 1/18/2025
Submitted: 12/17/2024

JOB TITLE:	PHYSICAL SECURITY SUPPORT COORDINATOR
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8168
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Coordinate the day-to-day activities of the badging operation and electronic building access system. Work closely with all Technology teams to deliver timely support.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Coordinate all activities concerning badge creation for physical access to facilities
- Assist with site visits and planning for new physical security installations
- Manage projects related to physical security as needed
- Produce audit reports of buildings and access lists to allow building managers a way to update access lists to their buildings
- Manage day-to-day physical security support escalations and is available on call 24 hours a day, seven days a week
- Work with District Operations Center (DOC) as a key contact and facilitate service delivery from the Technology Division to the DOC, helping them think through ideas and make improvements
- Design and implements best practices, standards, and operational guidelines for providing optimum service delivery of all physical security support services
- Ensure compliance with established Service Level Agreements within the areas of responsibility
- Identify and execute continual service improvement initiatives and liaises with project teams to ensure operational readiness of all projects involving physical security
- Keep abreast of emerging technologies to identify service trends, and works closely with other information technology teams to review, design, test, implement, and support innovative enterprise technology solutions, especially those focused on physical security
- Work closely with management and the support teams to establish and implement best practices, and follows effective change management strategies
- Utilize effective communication skills to interact with internal clients and external stake holders at all levels to help resolve physical security or badging issues and provides answers in a timely manner
- Work closely with the Technology management team to design, track, and report key performance indicators
- Mentor team members and stays current on certifications(s) by successfully completing updated certification exams
- Recommend and implements cost efficient measures to increase operational efficiencies
- Evaluates staff as directed
- Perform other duties as assigned by the designated supervisor
- Complete all trainings and other compliance requirements as assigned and by the designated deadline
- Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Associate's degree in computer science or related field and/or five (5) years of direct experience in technology field service delivery in an enterprise setting

In-depth knowledge of information technology support and technology service delivery; proven ability to think independently and resolve technology field support issues and effective personnel resource management

Excellent written and oral communication skills coupled with thorough knowledge of enterprise technology field services and project delivery; operational knowledge of industry-standard hardware, software and networking technologies used in school District settings

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

Effective communication skills

DESIRABLE QUALIFICATIONS

Bachelor's Degree

ITIL certification

PMP certification

Experience in a diverse workplace



NEW/REVISED: Submitted:
 07/01/2019 05/14/2019
 1/18/2025 12/17/2024

JOB TITLE:	SUPPORT COORDINATOR TECHNOLOGY SUPPORT
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7 IA, GRADE 15
WORK YEAR:	AS APPROVED BY THE BOARD 260 DAYS
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8187
BARGAINING UNIT:	CLABCLAP

SCOPE OF RESPONSIBILITIES

Leads, coordinates, and assists the Technology Customer Support Team. Provides technical consultation, training and support to ensure that exceptional customer support is provided to all customers.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Leads staff in the performance of assigned duties and works closely with the Manager Technology and Integration Support Services to implement measures to advance the service quality as well as to gather key metrics to measure performance of the technology support group

Verifies the accuracy and completeness of work performed by assigned staff and effectively communicates ideas of improvement to management in a pro-active manner

~~Coordinates after hours support plans and processes in collaboration with other Technology leaders and is available for support after hours if needed~~

Represents the technology customer support team to other teams and business owners, works cooperatively with peers to deliver excellent customer service

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

Coordinates communication with schools and vendors to make sure devices are serviced quickly and inventory at schools is accurate

Coordinates the student technology apprentices as they deliver excellent customer service

Creates a positive team environment and empowers staff to perform at their best

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 issue

Evaluates staff as assigned

Performs other duties as assigned by supervisor

Completes all trainings and other compliance requirements as assigned and by the designated deadline

~~Regular, predictable performance is required for all performance responsibilities~~

~~This position requires collaboration, customer support, and team interaction~~

PHYSICAL DEMANDS

~~This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the~~

workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).
~~The work is primarily sedentary. 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

High School Diploma or G.E.D

Five (5) years of experience -with current desktop operating systems with at least two (2) years in a customer service or service desk setting

Extensive application support experience coupled with advanced computer hardware and software troubleshooting experience

Valid driver's license

Effective communication skills

DESIRABLE QUALIFICATIONS

Associates Degree

Experience in managing a successful team of technical support personnel and the ability to effectively prioritize and execute tasks in a high-pressure environment

Project management experience

Experience in a diverse workplace



REVISED: 1/18/2025
Submitted: 12/17/2024

JOB TITLE:	SUPPORT COORDINATOR
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8187
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Leads, coordinates, and assists the Technology Customer Support Team. Provides technical consultation, training and support to ensure that exceptional customer support is provided to all customers.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Leads staff in the performance of assigned duties and works closely with the Manager Technology and Integration Support Services to implement measures to advance the service quality as well as to gather key metrics to measure performance of the technology support group

Verifies the accuracy and completeness of work performed by assigned staff and effectively communicates ideas of improvement to management in a pro-active manner

Coordinates after hours support plans and processes in collaboration with other Technology leaders and is available for support after hours if needed

Represents the technology customer support team to other teams and business owners, works cooperatively with peers to deliver excellent customer service

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

Coordinates communication with schools and vendors to make sure devices are serviced quickly and inventory at schools is accurate

Coordinates the student technology apprentices as they deliver excellent customer service

Creates a positive team environment and empowers staff to perform at their best

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 issue

Evaluate staff as assigned

Perform other duties as assigned by supervisor

Complete all trainings and other compliance requirements as assigned and by the designated deadline

Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS
High School Diploma or G.E.D
Five (5) years of experience with current desktop operating systems with at least two (2) years in a customer service or service desk setting
Extensive application support experience coupled with advanced computer hardware and software troubleshooting experience
Valid driver's license
Effective communication skills

DESIRABLE QUALIFICATIONS
Associates Degree
Experience in managing a successful team of technical support personnel and the ability to effectively prioritize and execute tasks in a high-pressure environment
Project management experience
Experience in a diverse workplace



REVISED: Submitted:
 1/18/2025 12/17/2024
 07/01/2023 06/27/2023

JOB TITLE:	LOGISTICS COORDINATOR TECHNOLOGY INTEGRATION
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	AS APPROVED BY THE BOARD 260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	82660
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Coordinates, leads and assists the Technology ~~Integration Support~~Logistics team. This includes ensuring the completion of state reporting documents related to District-wide technology spending and computing device inventory and management. This position also oversees the central receiving and inventory processes for the Technology Division.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Represents the technology ~~integration-logistics~~ team to other teams and business owners; works cooperatively with peers to ensure the successful deployment of student instructional devices and other assigned technology
- Leads staff in the performance of assigned duties and works closely with the ~~Manager Technology and Integration Support Services~~EA of Support & Delivery to implement measures to advance the ~~integration-logistics related to~~ technology in schools as well as to gather key metrics to measure performance of the technology ~~integration group~~utilization
- Verifies the accuracy and completeness of work performed by assigned staff and effectively communicates ideas of improvement to management in a proactive manner
- Engages in self-directed research and in-depth troubleshooting to resolve issues; works closely with other customer support team members and engages other technical service groups when necessary
- Coordinates the development of documentation, videos, processes and strategies to help with technology integration and digital enablement
- Communicates effectively with schools and vendors to make sure devices are deployed in a timely manner, serviced quickly, and inventory at schools is accurate
- Aggregates data from a variety of sources in order to complete annual state reporting requirements including the Digital Readiness Report and Technology Activity Report
- Creates a positive team environment and empowers staff to perform at their best
- Maintains efficient and accurate records of student instructional device deployment tasks in the ticketing system
- Ensures functionality and monitoring of mobile device management and content filtering systems
- Evaluates staff as assigned
- Performs other duties as assigned by supervisor
- Completes all trainings and other compliance requirements as assigned and by the designated deadline
- Regular, predictable performance is required for all performance responsibilities
- This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek). ~~The work is primarily sedentary. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights. The work requires driving automotive equipment.~~

MINIMUM QUALIFICATIONS

High School Diploma or G.E.D

Five (5) years of directly related experience

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

Project management experience

Valid driver's license

Effective communication skills

DESIRABLE QUALIFICATIONS

Associate's Degree

Experience in a diverse workplace



REVISED: 1/18/2025
Submitted: 12/17/2024

JOB TITLE:	LOGISTICS COORDINATOR
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8266
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Coordinate, lead and assist the Technology Logistics team. This includes ensuring the completion of state reporting documents related to District-wide technology spending and computing device inventory and management. This position also oversees the central receiving and inventory processes for the Technology Division.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Represent the technology logistics team to other teams and business owners; works cooperatively with peers to ensure the successful deployment of student instructional devices and other assigned technology
- Lead staff in the performance of assigned duties and works closely with the EA of Support & Delivery to implement measures to advance the logistics related to technology in schools as well as to gather key metrics to measure performance of the technology utilization
- Verify the accuracy and completeness of work performed by assigned staff and effectively communicates ideas of improvement to management in a proactive manner
- Engage in self-directed research and in-depth troubleshooting to resolve issues; works closely with other customer support team members and engages other technical service groups when necessary
- Coordinate the development of documentation, videos, processes and strategies to help with technology integration and digital enablement
- Communicate effectively with schools and vendors to make sure devices are deployed in a timely manner, serviced quickly, and inventory at schools is accurate
- Aggregate data from a variety of sources in order to complete annual state reporting requirements including the Digital Readiness Report and Technology Activity Report
- Create a positive team environment and empower staff to perform at their best
- Maintain efficient and accurate records of student instructional device deployment tasks in the ticketing system
- Ensure functionality and monitoring of mobile device management and content filtering systems
- Evaluate staff as assigned
- Perform other duties as assigned by supervisor
- Complete all trainings and other compliance requirements as assigned and by the designated deadline
- Regular, predictable performance is required for all performance responsibilities
- This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs.,

standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

High School Diploma or G.E.D

Five (5) years of directly related experience

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

Project management experience

Valid driver's license

Effective communication skills

DESIRABLE QUALIFICATIONS

Associate's Degree

Experience in a diverse workplace



NEW Revised: Submitted:
 1/18/2025 12/17/2024
 07/01/2019 06/11/2019

JOB TITLE:	COORDINATOR PRODUCT INTEGRATION
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8274
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Provides all students, teachers and District personnel seamless and secure access to educational software. Assists with implementation of Districtwide technology projects and all aspects of software integration. Provides administration, deployment and support for systems in the Engineering & Operations portfolio of the Technology Division of JCPS. This role will perform regular support of critical systems and services, but will also participate in project activities and proactive maintenance tasks. Daily work may involve monitoring system performance, receiving, analyzing, and tracking customer trouble tickets, defining/coordinating solutions, as well as testing hardware and software solutions.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Works in conjunction with the Platform & Systems Specialist ~~Technology Integration~~ to ensure day-to-day progress on Districtwide projects
- ~~Serves as liaison between schools, vendors and internal stakeholders by facilitating and documenting the software approval process for new purchases~~ Serve as a member of a technical team responsible for administration and support of Microsoft365, Azure Active Directory, Google Workspace, RapidIdentity, Clever, Incident IQ, Learn Platform, Infinite Campus, and others
- Monitors project sites to ensure projects are completed according to schedule
- ~~May s~~Serves as liaison between -students, staff, schools and ~~Information~~Technology division on projects
- Ensures compliance with local, state and federal regulations and procedures related to student information privacy and security
- Provides on-site support to end users ~~to ensure effective integration of software if needed~~
- Test enterprise hardware and system changes before deployment to ensure security best practices; promptly document and disseminate findings to the team members and collaborates with team members to satisfactorily resolve issues discovered during testing
- Provides technical recommendations based on needs analyses of project requirements, business operations, employment practices, instructional practices and technical skills
- ~~Helps e~~Ensures software vendors have necessary documentation on file regarding student information privacy and security
- Participate in projects, upgrades, outages and be available to assist after hours as needed by the team
- ~~Serves as liaison between schools, vendors and internal stakeholders by facilitating and documenting the software approval process for new purchases~~
- Performs other duties as assigned by supervisor
- Completes all trainings and other compliance requirements as assigned and by the designated deadline
- Regular, predictable performance is required for all performance responsibilities
- This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

~~The work is primarily sedentary. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, reaching, climbing, with the ability to lift, carry, push, or pull light weights. The work requires activities involving driving automotive equipment.~~

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

High school diploma or G.E.D.

Three (3) years of technical training/experience

Three (3) years of experience in computer operations

Understanding of networking architecture and state statutes regarding student information privacy and security

Effective communication skills

DESIRABLE QUALIFICATIONS

Bachelor's degree, or above in Computer Science

Experience in documenting/ensuring student information privacy and security

Experience in a diverse workplace



Revised: 1/18/2025
Submitted: 12/17/2024

JOB TITLE:	COORDINATOR PRODUCT INTEGRATION
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8274
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Provides all students, teachers and District personnel seamless and secure access to educational software. Assists with implementation of Districtwide technology projects and all aspects of software integration. Provides administration, deployment and support for systems in the Engineering & Operations portfolio of the Technology Division of JCPS. This role will perform regular support of critical systems and services, but will also participate in project activities and proactive maintenance tasks. Daily work may involve monitoring system performance, receiving, analyzing, and tracking customer trouble tickets, defining/coordinating solutions, as well as testing hardware and software solutions.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Works in conjunction with the Platform & Systems Specialist to ensure day-to-day progress on Districtwide projects
- Serve as a member of a technical team responsible for administration and support of Microsoft365, Azure Active Directory, Google Workspace, RapidIdentity, Clever, Incident IQ, Learn Platform, Infinite Campus, and others
- Monitors project sites to ensure projects are completed according to schedule
- May serves as liaison between students, staff, schools and Technology division on projects
- Ensures compliance with local, state and federal regulations and procedures related to student information privacy and security
- Provides on-site support to end users if needed
- Test enterprise hardware and system changes before deployment to ensure security best practices; promptly document and disseminate findings to the team members and collaborates with team members to satisfactorily resolve issues discovered during testing
- Provides technical recommendations based on needs analyses of project requirements, business operations, employment practices, instructional practices and technical skills
- Helps ensures software vendors have necessary documentation on file regarding student information privacy and security
- Participate in projects, upgrades, outages and be available to assist after hours as needed by the team
- Performs other duties as assigned by supervisor
- Completes all trainings and other compliance requirements as assigned and by the designated deadline
- Regular, predictable performance is required for all performance responsibilities
- This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

High school diploma or G.E.D.

Three (3) years of technical training/experience
--

Three (3) years of experience in computer operations
--

Understanding of networking architecture and state statutes regarding student information privacy and security
--

Effective communication skills

DESIRABLE QUALIFICATIONS

Bachelor's degree, or above in Computer Science

Experience in documenting/ensuring student information privacy and security

Experience in a diverse workplace



NEW Submitted: Submitted:
 1/18/2025 12/17/2024
 09/15/2021 09/14/2021

JOB TITLE:	COORDINATOR-DIGITAL CONTENT RESOURCE INTEGRATION COORDINATOR
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8303
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Assists in creating, integrating and analyzing districtwide digital content used by all students, teachers and district personnel. Plans, develops and manages training programs for the automated software review workflow.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Works in conjunction with ~~Coordinator Product Integration~~Data Governance Supervisor to maintain the automated software review workflow
- Serves as liaison between vendors and members of the Technology Division #3 to facilitate the efficient acquisition and implementation of software titles
- Manages analytical systems to provide usage reports on software titles used by students and staff
- Works in conjunction with designated supervisor to ensure day-to-day progress on districtwide projects
- Ensures compliance with local, state and federal regulations and procedures related to student information privacy and security
- Provides virtual support to end users to ensure effective integration of software
- Schedules project tasks and develops virtual trainings in coordination with necessary district staff
- Performs other duties as assigned by supervisor
- Completes all trainings and other compliance requirements as assigned and by the designated deadline
- Regular, predictable performance is required for all performance responsibilities
- This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

~~The work is primarily sedentary. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, reaching, climbing, with the ability to lift, carry, push, or pull light weights. The work requires activities involving driving automotive equipment.~~

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

- Bachelor's Degree
- Command of oral and written communications
- Demonstrated expertise in the operation of computers and computer equipment

Demonstrated ability in training end-users of Office Automation applications
--

Ability to apply time management techniques in the supervision of staff

DESIRABLE QUALIFICATIONS

Knowledge of educational digital content providers
--

Experience in documenting/ensuring student information privacy and security

Experience in a diverse workplace



Submitted: 1/18/2025
 Submitted: 12/17/2024

JOB TITLE:	DIGITAL RESOURCE COORDINATOR
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8303
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Assists in creating, integrating and analyzing districtwide digital content used by all students, teachers and district personnel. Plans, develops and manages training programs for the automated software review workflow.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Works in conjunction with Data Governance Supervisor to maintain the automated software review workflow
- Serves as liaison between vendors and members of the Technology Division to facilitate the efficient acquisition and implementation of software titles
- Manages analytical systems to provide usage reports on software titles used by students and staff
- Works in conjunction with designated supervisor to ensure day-to-day progress on districtwide projects
- Ensures compliance with local, state and federal regulations and procedures related to student information privacy and security
- Provides virtual support to end users to ensure effective integration of software
- Schedules project tasks and develops virtual trainings in coordination with necessary district staff
- Performs other duties as assigned by supervisor
- Completes all trainings and other compliance requirements as assigned and by the designated deadline
- Regular, predictable performance is required for all performance responsibilities
- This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

- Bachelor's Degree
- Command of oral and written communications
- Demonstrated expertise in the operation of computers and computer equipment
- Demonstrated ability in training end-users of Office Automation applications
- Ability to apply time management techniques in the supervision of staff

DESIRABLE QUALIFICATIONS

Knowledge of educational digital content providers
Experience in documenting/ensuring student information privacy and security
Experience in a diverse workplace



NEWRevised: Submitted:
 1/18/2025 12/17/2024
~~12/02/2020~~ ~~12/01/2020~~

JOB TITLE:	SPECIALIST NETWORK ARCHITECT NETWORK SPECIALIST
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 9
WORK YEAR:	AS APPROVED BY THE BOARD 260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8315 SEE BELOW
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Provides expertise and guidance in the design, implementation, maintenance, and configuration of critical technical infrastructure, including but not limited to data and voice systems. Employs design philosophies that seamlessly accommodate secure access to premise, remote, and cloud infrastructure to address the short-term and long-term capacity needs of switching, routing, transmission, and signaling. Leads the design, orchestration, and implementation of business continuity and disaster recovery systems and initiatives. Supervises and guides project teams and collaborates with internal and external stakeholders and other third-parties in executing technical infrastructure projects.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Performs network systems design and analysis to incorporate standards-compliant network security and resilience and designs alternative routing scenarios and changes in the prescribed network activity sequence
- Evaluates and reviews design frameworks and methodologies and approves design to achieve functional requirements and conformance to the infrastructure architecture
- Conducts feasibility studies on the IT infrastructure design options
- Leads teams to maintain and improve the technical infrastructure to facilitate growth and leverages analytics and operational intelligence data to achieve a high degree of availability
- Leads the efforts to evaluate, test, design, develop, and maintain innovative network and telephony solutions
- Guides and instructs the technical infrastructure teams and third-parties in the design, architecture, and commissioning of crucial IT infrastructure
- Engages with key stakeholders and provides knowledge, experience, and thought leadership in telephony, orchestration, networks, and the associated interoperability matters
- Liaises with other departments to understand their needs related to the technical infrastructure and their impact on infrastructure design and maintenance
- Designs and maintains all aspects of business continuity and disaster recovery initiatives related to the technical infrastructure
- Drives the business continuity and disaster recovery initiatives by working closely with key stakeholders and vendors and leads the associated orchestration efforts
- Models, appraises, and presents business continuity and disaster recovery options to the key stakeholders
- Advises and trains the business users and key stakeholders in the concepts and operational requirements to achieve recovery time and recovery point objectives
- Executes projects as assigned
- Utilizes effective time management, planning, and people skills to liaise with management, team members, vendors, and customers and coordinate activities related to the network and infrastructure tasks
- Ensures timely delivery of projects and provides status updates to stakeholders throughout the project lifecycle

Completes all trainings and other compliance requirements as assigned by the designated deadline
Performs other duties as assigned by supervisor
Regular, predictable performance is required for all performance responsibilities
This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek). ~~The work is primarily sedentary. The job requires the use of hands for simple grasping and fine manipulations. At times, the position requires bending, squatting, crawling, climbing, reaching, and lifting, carrying, pushing, or pulling lightweights.~~

MINIMUM QUALIFICATIONS

Bachelor's degree in a related field or six (6) years of demonstrable experience in the design of enterprise networks and implementation of business continuity and disaster recovery solutions
Broad hands-on knowledge in the planning and execution of business continuity solutions in an enterprise setting. Demonstrable experience analyzing and navigating complex enterprise network topologies and security frameworks
In-depth knowledge of all types of disasters, natural or otherwise, their effect on company technologies, and strategies to minimize adverse impact on the business
A current, relevant, and industry-recognized certification, or the ability to complete department- designated and department-paid certification(s) within twelve (12) months of hire
Excellent oral and written communication skills

DESIRABLE QUALIFICATIONS

Master's degree in computer science
Hands-on experience managing technical infrastructure teams in an enterprise setting
Experience working in a diverse workplace



Revised: 1/18/2025
Submitted: 12/17/2024

JOB TITLE:	NETWORK SPECIALIST
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 9
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8315
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Provides expertise and guidance in the design, implementation, maintenance, and configuration of critical technical infrastructure, including but not limited to data and voice systems. Employs design philosophies that seamlessly accommodate secure access to premise, remote, and cloud infrastructure to address the short-term and long-term capacity needs of switching, routing, transmission, and signaling. Leads the design, orchestration, and implementation of business continuity and disaster recovery systems and initiatives. Supervises and guides project teams and collaborates with internal and external stakeholders and other third-parties in executing technical infrastructure projects.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Performs network systems design and analysis to incorporate standards-compliant network security and resilience and designs alternative routing scenarios and changes in the prescribed network activity sequence
- Evaluates and reviews design frameworks and methodologies and approves design to achieve functional requirements and conformance to the infrastructure architecture
- Conducts feasibility studies on the IT infrastructure design options
- Leads teams to maintain and improve the technical infrastructure to facilitate growth and leverages analytics and operational intelligence data to achieve a high degree of availability
- Leads the efforts to evaluate, test, design, develop, and maintain innovative network and telephony solutions
- Guides and instructs the technical infrastructure teams and third-parties in the design, architecture, and commissioning of crucial IT infrastructure
- Engages with key stakeholders and provides knowledge, experience, and thought leadership in telephony, orchestration, networks, and the associated interoperability matters
- Liaises with other departments to understand their needs related to the technical infrastructure and their impact on infrastructure design and maintenance
- Designs and maintains all aspects of business continuity and disaster recovery initiatives related to the technical infrastructure
- Drives the business continuity and disaster recovery initiatives by working closely with key stakeholders and vendors and leads the associated orchestration efforts
- Models, appraises, and presents business continuity and disaster recovery options to the key stakeholders
- Advises and trains the business users and key stakeholders in the concepts and operational requirements to achieve recovery time and recovery point objectives
- Executes projects as assigned
- Utilizes effective time management, planning, and people skills to liaise with management, team members, vendors, and customers and coordinate activities related to the network and infrastructure tasks
- Ensures timely delivery of projects and provides status updates to stakeholders throughout the project lifecycle
- Completes all trainings and other compliance requirements as assigned by the designated deadline

Performs other duties as assigned by supervisor

Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Bachelor's degree in a related field or six (6) years of demonstrable experience in the design of enterprise networks and implementation of business continuity and disaster recovery solutions

Broad hands-on knowledge in the planning and execution of business continuity solutions in an enterprise setting. Demonstrable experience analyzing and navigating complex enterprise network topologies and security frameworks

In-depth knowledge of all types of disasters, natural or otherwise, their effect on company technologies, and strategies to minimize adverse impact on the business

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

Excellent oral and written communication skills

DESIRABLE QUALIFICATIONS

Master's degree in computer science

Hands-on experience managing technical infrastructure teams in an enterprise setting

Experience working in a diverse workplace



NEW Revised: Submitted:
 1/18/2025 12/17/2024
 07/20/2022 07/19/2022

JOB TITLE:	COORDINATOR SYSTEMS INTEGRATION
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8385
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Provides all teachers and District personnel seamless and secure access to ~~an online asset and service management system~~ digital tools and solutions. Assists with the implementation of Districtwide technology projects and all aspects of technology integration. Provides administration, deployment and support for systems in the Engineering & Operations portfolio of the Technology Division of JCPS. This role will perform regular support of critical systems and services, but will also participate in project activities and proactive maintenance tasks. Daily work may involve monitoring system performance, receiving, analyzing, and tracking customer trouble tickets, defining/coordinating solutions, as well as testing hardware and software solutions.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Works cooperatively with ~~IT3~~ all stakeholders in assessing and addressing the district's technology priorities and needs in order to develop, review and revise programs or activities
- Serves as liaison between schools, vendors and internal stakeholders by facilitating, documenting and automating various concurrent integration processes and workflows; including but not limited to, the asset and service management system
- Serve as a member of a technical team responsible for administration and support of Microsoft365, Azure Active Directory, Google Workspace, RapidIdentity, Clever, Incident IQ, Learn Platform, Infinite Campus, and others
- Supervises and directs the work of individuals, committees, and task forces, as assigned
- Monitors concurrent project plans to ensure projects are completed according to schedule
- Verifies the accuracy and completeness of work performed by assigned staff and effectively communicates ideas of improvement to team members in a proactive manner
- Test enterprise hardware and system changes before deployment to ensure security best practices; promptly document and disseminate findings to the team members and collaborates with team members to satisfactorily resolve issues discovered during testing
- Organizes and implements technology related projects to ensure the efficient use of district resources as well as the secure operation of information systems
- Provides virtual support to end users to ensure effective integration of the asset and service management system
- Provides technical recommendations based on needs analyses of project requirements, business operations, employment practices, instructional practices and technical skills
- Participate in projects, upgrades, outages and be available to assist after hours as needed by the team
- Ensures compliance with local, state and federal regulations and procedures related to area of assignment
- Performs other duties as assigned by supervisor
- Completes all trainings and other compliance requirements as assigned and by the designated deadline
- Regular, predictable performance is required for all performance responsibilities
- This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

~~The work is primarily sedentary. The work at times requires bending, squatting, crawling, climbing, reaching with the ability to lift, carry, push, or pull light weights. The work requires the use of hands for simple grasping and fine manipulations. The work requires activities involving being around moving machinery, driving automotive equipment, exposure to marked changes in temperature and humidity and exposure to dust, fumes, and gases. The work requires the use of feet for repetitive movements. The work requires activities involving driving automotive equipment.~~

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

High school diploma or G.E.D.

Three (3) years of technical training/experience

Three (3) years of experience in computer operations

Valid Driver's License

Understanding of networking architecture and state statutes regarding student information privacy and security

DESIRABLE QUALIFICATIONS

Associates degree, or above in Computer Science

Experience in documenting/ensuring student information privacy and security

Experience in a diverse workplace



Revised: 1/18/2025
Submitted: 12/17/2024

JOB TITLE:	COORDINATOR SYSTEMS INTEGRATION
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8385
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Provides all teachers and District personnel seamless and secure access to digital tools and solutions. Assists with the implementation of Districtwide technology projects and all aspects of technology integration. Provides administration, deployment and support for systems in the Engineering & Operations portfolio of the Technology Division of JCPS. This role will perform regular support of critical systems and services, but will also participate in project activities and proactive maintenance tasks. Daily work may involve monitoring system performance, receiving, analyzing, and tracking customer trouble tickets, defining/coordinating solutions, as well as testing hardware and software solutions.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Works cooperatively with all stakeholders in assessing and addressing the district's technology priorities and needs in order to develop, review and revise programs or activities
- Serves as liaison between schools, vendors and internal stakeholders by facilitating, documenting and automating various concurrent integration processes and workflows; including but not limited to, the asset and service management system
- Serve as a member of a technical team responsible for administration and support of Microsoft365, Azure Active Directory, Google Workspace, RapidIdentity, Clever, Incident IQ, Learn Platform, Infinite Campus, and others
- Supervises and directs the work of individuals, committees, and task forces, as assigned
- Monitors concurrent project plans to ensure projects are completed according to schedule
- Verifies the accuracy and completeness of work performed by assigned staff and effectively communicates ideas of improvement to team members in a proactive manner
- Test enterprise hardware and system changes before deployment to ensure security best practices; promptly document and disseminate findings to the team members and collaborates with team members to satisfactorily resolve issues discovered during testing
- Organizes and implements technology related projects to ensure the efficient use of district resources as well as the secure operation of information systems
- Provides virtual support to end users to ensure effective integration of the asset and service management system
- Provides technical recommendations based on needs analyses of project requirements, business operations, employment practices, instructional practices and technical skills
- Participate in projects, upgrades, outages and be available to assist after hours as needed by the team
- Ensures compliance with local, state and federal regulations and procedures related to area of assignment
- Performs other duties as assigned by supervisor
- Completes all trainings and other compliance requirements as assigned and by the designated deadline
- Regular, predictable performance is required for all performance responsibilities
- This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

High school diploma or G.E.D.

Three (3) years of technical training/experience
--

Three (3) years of experience in computer operations
--

Valid Driver's License

Understanding of networking architecture and state statutes regarding student information privacy and security
--

DESIRABLE QUALIFICATIONS

Associates degree, or above in Computer Science

Experience in documenting/ensuring student information privacy and security

Experience in a diverse workplace



Revised:

03/27/2024

1/18/2025

Submitted:

03/26/2024

12/17/2024

JOB TITLE:	PLATFORM COORDINATOR PLATFORM-ADMINISTRATION
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	AS APPROVED BY THE BOARD 260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8401
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

~~Plans, coordinates, deploys, administers, and monitors enterprise technology services and district-wide systems. Administers key enterprise platforms such as Microsoft 365/Azure Active Directory with a focus on users and groups, group policies, conditional access controls, email mailboxes, distribution lists, and resources. Supports project tasks including monitoring system performance, receiving, analyzing, and tracking customer trouble tickets, defining/coordinating solutions, testing hardware and software solutions. Provides administration, deployment and support for platforms as well as systems in the Engineering & Operations portfolio of the Technology Division of JCPS. This role will perform regular support of critical systems and services, but will also participate in project activities and proactive maintenance tasks. Daily work may involve monitoring system performance, receiving, analyzing, and tracking customer trouble tickets, defining/coordinating solutions, as well as testing hardware and software solutions. As core platform technologies change this role will adapt to support these changes through continuous learning and up skilling.~~

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- ~~Serve as a member of a technical team responsible for administration and support of Microsoft 365, Azure Active Directory, Google Workspace, RapidIdentity, Clever, Incident IQ, Learn Platform, Infinite Campus, and others. Works with other assigned administrators to manage the district's Microsoft 365/Azure Active Directory implementation and assigns approved resources and network privileges; manages and administers email mailboxes, distribution lists, and related resources~~
- ~~Serve as a member of the technical team responsible for management of the district's email systems - including email mailboxes, distribution lists, and related resources~~
- Diagnoses and troubleshoots enterprise technology services and district-wide application deployments and provides satisfactory resolution in a timely fashion
- Collaborates with colleagues to evaluate, engineer, and support solutions for device management at a district level as needed
- Monitors on-premise, cloud-hosted, and SaaS systems, including defining and running daily health checks proactively and responds to system alerts in a primary contact role while engaging other team members to troubleshoot and resolve system issues; responds to critical issues as they occur during or outside of regular business hours
- Tests enterprise hardware and system changes before deployment to ensure security best practices; promptly documents and disseminates findings to the team members and collaborates with team members to satisfactorily resolve issues discovered during ~~the test~~ testing
- ~~Supports efforts to proactively monitor logs and usage analytics to identify and mitigate threat vectors across all systems to ensure high availability and information integrity; coordinates with the cyber team and assists in information security forensics and remediations as needed. Support the review of new software titles and systems as needed during evaluation and onboarding~~
- Assumes oversight responsibility for a specific district-wide hardware or software solution, if assigned by their supervisor
- Resolves relevant trouble tickets to the satisfaction of the initiator in a timely fashion and ensures the tickets complete their lifecycle

Executes multiple concurrent projects and utilizes effective time management, planning, and people skills to liaise with other team members and customers to ensure timely delivery of projects and to provide a timely status update to all project stakeholders Serve as an escalation point for the first line support teams and look for patterns in trouble issues to address systemic issues
Creates and maintains system documentation, diagrams, and coordinates with vendors and other business units to ensure the viability of the infrastructure
Performs enterprise hardware and software upgrades, maintains system configurations, and deploys district-wide patches and software packages
May serve as liaison between students, staff, schools and the Technology division on projects
Provide training to others in the Technology Division or within JCPS as needed
Ensures compliance with local, state and federal regulations and procedures related to student information privacy and security, including working with vendors on such matters if needed Stays current on the latest technology trends, concepts, and threats, and constantly finds ways to strengthen and improve the technology infrastructure
Keep technical skills current and stays up to date on vendor certification(s) assigned by supervisor by completing certification exams by the specified deadline Stays current on vendor certification(s) by completing updated certification exams by the specified deadline and keeps related hardware and software skills updated
Participates in projects, upgrades, outages and is available to assist after hours as needed by the team
Performs other duties as assigned by supervisor
Completes all training and other compliance requirements by the designated deadline
This position requires collaboration, customer support, and team interaction
Regular, predictable performance is required for all performance responsibilities

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 50 lbs., pulling up to 50 lbs., pushing up to 50 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Bachelor's degree
Experience managing or supporting the hardware and systems infrastructure, preferably in a mid-large enterprise setting
A current, relevant, and industry-recognized certification or ability to complete department-designated and department-paid certification(s) within twelve (12) months of hire
Effective communication skills

DESIRABLE QUALIFICATIONS

Strong understanding of Azure/Microsoft 365 Active Directory, Office 365, and virtualization technologies
PMP, ITIL, CompTIA A+, Net+, Security+, MCSE and other Microsoft Certifications
Experience in SCCM/Intune or other software deployment tools
Experience managing thin client solutions in an enterprise setting
Project management experience
Experience in a diverse workplace



Revised:
1/18/2025

Submitted:
12/17/2024

JOB TITLE:	PLATFORM COORDINATOR
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8401
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES
Provides administration, deployment and support for platforms as well as systems in the Engineering & Operations portfolio of the Technology Division of JCPS. This role will perform regular support of critical systems and services, but will also participate in project activities and proactive maintenance tasks. Daily work may involve monitoring system performance, receiving, analyzing, and tracking customer trouble tickets, defining/coordinating solutions, as well as testing hardware and software solutions. As core platform technologies change this role will adapt to support these changes through continuous learning and up skilling.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
Serve as a member of a technical team responsible for administration and support of Microsoft365, Azure Active Directory, Google Workspace, RapidIdentity, Clever, Incident IQ, Learn Platform, Infinite Campus, and others
Serve as a member of the technical team responsible for management of the district's email systems - including email mailboxes, distribution lists, and related resources
Diagnoses and troubleshoots enterprise technology services and district-wide application deployments and provides satisfactory resolution in a timely fashion
Collaborates with colleagues to evaluate, engineer, and support solutions for device management at a district level as needed
Monitors on-premise, cloud-hosted, and SaaS systems, including defining and running daily health checks proactively and responds to system alerts in a primary contact role while engaging other team members to troubleshoot and resolve system issues; responds to critical issues as they occur during or outside of regular business hours
Tests enterprise hardware and system changes before deployment to ensure security best practices; promptly documents and disseminates findings to the team members and collaborates with team members to satisfactorily resolve issues discovered during testing
Support the review of new software titles and systems as needed during evaluation and onboarding
Assumes oversight responsibility for a specific district-wide hardware or software solution, if assigned by their supervisor
Resolves relevant trouble tickets to the satisfaction of the initiator in a timely fashion and ensures the tickets complete their lifecycle
Serve as an escalation point for the first line support teams and look for patterns in trouble issues to address systemic issues
Creates and maintains system documentation, diagrams, and coordinates with vendors and other business units to ensure the viability of the infrastructure
Performs enterprise hardware and software upgrades, maintains system configurations, and deploys district-wide patches and software packages
May serve as liaison between students, staff, schools and the Technology division on projects
Provide training to others in the Technology Division or within JCPS as needed
Ensures compliance with local, state and federal regulations and procedures related to student information privacy and security, including working with vendors on such matters if needed

Keep technical skills current and stays up to date on vendor certification(s) assigned by supervisor by completing certification exams by the specified deadline
Participates in projects, upgrades, outages and is available to assist after hours as needed by the team
Performs other duties as assigned by supervisor
Completes all training and other compliance requirements by the designated deadline
This position requires collaboration, customer support, and team interaction
Regular, predictable performance is required for all performance responsibilities

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 50 lbs., pulling up to 50 lbs., pushing up to 50 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Bachelor's degree
Experience managing or supporting the hardware and systems infrastructure, preferably in a mid-large enterprise setting
A current, relevant, and industry-recognized certification or ability to complete department-designated and department-paid certification(s) within twelve (12) months of hire
Effective communication skills

DESIRABLE QUALIFICATIONS

Strong understanding of Azure/Microsoft 365 Active Directory, Office 365, and virtualization technologies
PMP, ITIL, CompTIA A+, Net+, Security+, MCSE and other Microsoft Certifications
Experience in SCCM/Intune or other software deployment tools
Experience managing thin client solutions in an enterprise setting
Project management experience
Experience in a diverse workplace



REVISED: Submitted:
 07/01/2019 06/11/2019
 1/18/2025 12/17/2024

JOB TITLE:	EXECUTIVE ADMINISTRATOR OF INFORMATION TECHNOLOGY SECURITY & CYBER GRC
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 14
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8428
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Directs and Oversees-oversees the day--to--day operations of the District's Information Technology Security & Cyber GRC division-unit that includes Systems Development, Technology Support Services, and Infrastructure Services Cybersecurity operations, data governance, digital privacy, and physical security support. Responsible for supporting the District's administrative technology activities and assisting in meeting the District's instructional technology objectives; a Assumes overall responsibility for planning and implementing new cyber systems, evaluating advances in information technology security, and developing managerial and technical abilities in the staff; acts as the chief contact between the District's Information Technology Security and those outside the unit; and reviews requests for new technology needs and determines the relative merit of proposed applications. Leads the development, implementation, and sustainability of a comprehensive information security program to protect the district's sensitive data, including student information, financial records, and intellectual property.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Directs the activities of the Information Technology division which includes supervision of Systems Development, Infrastructure Services and Technology Support Services groups comprising of application development, voice and data network, data-center operations, and technology support activities Work closely with Engineering & Operations leaders and other Technology staff to integrate security into the district's technology infrastructure

Works closely with the District's stakeholders and provides leadership in the planning and development of the District's short-term and long-term information technology security capabilities based on annual and long-range goals of the Information Technology Department-Division which are recommended by the Superintendent and approved by the Board of Education

Formulates and recommends operational-Cyber GRC policies and programs that guide the organization in maintaining and improving its competitive position and efficiency of operation security posture; works closely with the Chief Information Officer to draft District technology standards to promote and sustain operational efficiency security

Drives business continuity planning and implementation by initiating Business Impact Analyses and aligning those with disaster recovery efforts

Oversee the implementation and maintenance of security tools and technologies, such as firewalls, intrusion detection systems, and data loss prevention solutions to ensure the security of the district's network, systems, and applications

Establishes cybersecurity project priorities and reviews, analyzes, and approves the department's operational and project budgets

Champion and oversee the development of cybersecurity training programs for the district

Works closely with the Kentucky Department of Education (KDE) to ensure the District's technology infrastructure remains compliant with the KDE guidelines and mandates

Stay abreast of relevant federal and state regulations, such as FERPA, COPPA, and HIPAA; develop and implement compliance programs to meet regulatory requirements

Identifies technology trends and provides leadership in the evaluation and selection of the District's technology equipment and software systems as well as assess the risks that may impede the business
Oversee physical security support and badging operations to help improve safety for the district
Supervises recruitment, training, retention, and organization of all IT staff in accordance with the District's hiring and personnel policies
Establishes standards of performance and monitors conformance for staff (through performance reviews) and cybersecurity vendors (through service level agreements)
Shares knowledge, mentors, and educates staff and management with regard to the District's technological vision cybersecurity , opportunities, and challenges
Evaluates staff as assigned
Performs other duties as assigned by supervisor
Completes all trainings and other compliance requirements as assigned and by the designated deadline
Regular, predictable performance is required for all performance responsibilities
This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

~~The work is primarily sedentary. The work at times requires bending, squatting, crawling, climbing, reaching with the ability to lift, carry, push or pull light weights. The work requires the use of hands for simple grasping and fine manipulations.~~ This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

- | |
|--|
| Master's Degree |
| Five (5) years of successful administrative experience directing large-scale information technology division, with seven (7) years total information technology experience |
| Demonstrated ability to develop short and long-range plans and to complete these plans as scheduled |
| Effective communication skills |

DESIRABLE QUALIFICATIONS

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| Prior experience with school-related technology |
| Experience with instructional technology and school district information technology |
| Experience in a diverse workplace |



REVISED: Submitted:
1/18/2025 12/17/2024

JOB TITLE:	EXECUTIVE ADMINISTRATOR OF INFORMATION SECURITY & CYBER GRC
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 14
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8428
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Directs and oversees the day-to-day operations of the District's Information Security & Cyber GRC unit that includes Cybersecurity operations, data governance, digital privacy, and physical security support. Assumes overall responsibility for planning and implementing new cyber systems, evaluating advances in information security, and developing managerial and technical abilities in the staff; acts as the chief contact between the District's Information Security and those outside the unit. Leads the development, implementation, and sustainability of a comprehensive information security program to protect the district's sensitive data, including student information, financial records, and intellectual property.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Work closely with Engineering & Operations leaders and other Technology staff to integrate security into the district's technology infrastructure
- Works closely with the District's stakeholders and provides leadership in the planning and development of the District's short-term and long-term information security capabilities based on annual and long-range goals of the Technology Division which are recommended by the Superintendent and approved by the Board of Education
- Formulates and recommends Cyber GRC policies and programs that guide the organization in maintaining and improving security posture; works closely with the Chief Information Officer to draft District technology standards to promote and sustain security
- Drives business continuity planning and implementation by initiating Business Impact Analyses and aligning those with disaster recovery efforts
- Oversee the implementation and maintenance of security tools and technologies, such as firewalls, intrusion detection systems, and data loss prevention solutions to ensure the security of the district's network, systems, and applications
- Establishes cybersecurity project priorities and reviews, analyzes, and approves the department's operational and project budgets
- Champion and oversee the development of cybersecurity training programs for the district
- Works closely with the Kentucky Department of Education (KDE) to ensure the District's technology infrastructure remains compliant with the KDE guidelines and mandates
- Stay abreast of relevant federal and state regulations, such as FERPA, COPPA, and HIPAA; develop and implement compliance programs to meet regulatory requirements
- Identifies technology trends and provides leadership in the evaluation and selection of the District's technology equipment and software systems as well as assess the risks that may impede the business
- Oversee physical security support and badging operations to help improve safety for the district
- Supervises recruitment, training, retention, and organization of staff in accordance with the District's hiring and personnel policies
- Establishes standards of performance and monitors conformance for staff (through performance reviews) and

cybersecurity vendors (through service level agreements)
Shares knowledge, mentors, and educates staff and management with regard to the District's cybersecurity opportunities and challenges
Evaluates staff as assigned
Performs other duties as assigned by supervisor
Completes all trainings and other compliance requirements as assigned and by the designated deadline
Regular, predictable performance is required for all performance responsibilities
This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Master's Degree
Five (5) years of successful administrative experience directing large-scale information technology division, with seven (7) years total information technology experience
Demonstrated ability to develop short and long-range plans and to complete these plans as scheduled
Effective communication skills

DESIRABLE QUALIFICATIONS

Prior experience with school-related technology
Experience with instructional technology and school district information technology
Experience in a diverse workplace



NEWRevised: Submitted:
 1/18/2025 12/17/2024
~~07/17/2019~~ ~~07/16/2019~~

JOB TITLE:	SPECIALIST -ENTERPRISE ARCHITECT
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 9
WORK YEAR:	AS APPROVED BY BOARD 260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8509
BARGAINING UNIT:	CLAS

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 & EVALUATION CRITERIA

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

Administers established internal standards and processes to facilitate the use of ~~cutting-edge~~cutting-edge programming languages, development tools and programming methodologies, and monitors adherence to corporate standards in application design, development and testing

Leads efforts in extending and/or integrating key District systems and architects appropriate interfaces to enable interoperability between disparate systems

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

Supervises multiple concurrent projects and utilizes effective time management, planning, and people skills to liaise with customers, developers, and other team members to ~~insure~~ensure timely delivery of projects and provides timely status update to all project stakeholders

Provides excellent and timely customer service by utilizing polite business communications, delivering projects on time, and satisfying ad-hoc data and/or report requests

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

Stays current on certification(s) by successfully completing updated certification exam(s), and keeps related developer skills updated

Evaluates and recommends third party software as needed and functions as subject matter expert in applicable business areas

Evaluates staff as directed

Completes all trainings and other compliance requirements as assigned and by the designated deadline

Performs other duties as assigned by supervisor

~~Regular, predictable performance is required for all performance responsibilities~~

~~This position requires collaboration, customer support, and team interaction~~

PHYSICAL DEMANDS

The work is primarily sedentary. 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.

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Bachelor's degree in related field

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

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

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

Effective communication skills

DESIRABLE QUALIFICATIONS

Master's degree with computer specialization

Hands-on experience implementing enterprise document management systems and architecting software as a service (SAAS)

Supervisory experience

Experience in a diverse workplace



Revised: 1/18/2025
Submitted: 12/17/2024

JOB TITLE:	ENTERPRISE ARCHITECT
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 9
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8509
BARGAINING UNIT:	CLAS

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 & EVALUATION CRITERIA

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

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

Leads efforts in extending and/or integrating key District systems and architects appropriate interfaces to enable interoperability between disparate systems

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

Supervises multiple concurrent projects and utilizes effective time management, planning, and people skills to liaise with customers, developers, and other team members to ensure timely delivery of projects and provides timely status update to all project stakeholders

Provides excellent and timely customer service by utilizing polite business communications, delivering projects on time, and satisfying ad-hoc data and/or report requests

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

Stays current on certification(s) by successfully completing updated certification exam(s), and keeps related developer skills updated

Evaluates and recommends third party software as needed and functions as subject matter expert in applicable business areas

Evaluates staff as directed

Completes all trainings and other compliance requirements as assigned and by the designated deadline

Performs other duties as assigned by supervisor

Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Bachelor's degree in related field

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

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

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

Effective communication skills

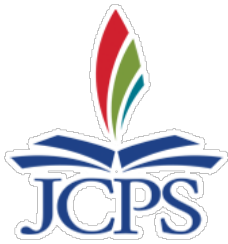
DESIRABLE QUALIFICATIONS

Master's degree with computer specialization

Hands-on experience implementing enterprise document management systems and architecting software as a service (SAAS)

Supervisory experience

Experience in a diverse workplace



REVISED: Submitted:
 1/18/2025 12/17/2024
~~03/27/2024~~ ~~03/26/2024~~

JOB TITLE:	COORDINATOR-CYBERSECURITY- ANALYST ADMINISTRATION
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8524
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Coordinates information security initiatives with internal stakeholders, vendors and auditors, for the purpose of protecting JCPS information systems and data. Monitors information security risks and enhances the district's cybersecurity posture by researching, recommending, implementing, testing, and managing information security best practices. Work both independently and with team members within the established procedures to protect against unauthorized system access, information modifications, and data destruction

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

-Serves as a member of the JCPS Cyber Security Operations Center (CSOC) which focuses on providing situational threat awareness and management of the district's security posture; the limited size of the JCPS cyber team will require that the CSOC collaborate effectively with other IT colleagues as well as external vendors as needed

Equips and manages all aspects of systems security and ensures auditing requirements are met for all security access; works with internal stakeholders and coordinates with outside vendors/agencies during information/cybersecurity assessments, audits, and exercises

Creates, records, verifies, audits, and maintains the changes effected to privileged access across the technology infrastructure, and engages with other staff in promoting and sustaining effective enterprise change management practices

Collaborates with other IT colleagues to review and test changes prior to deployment to ensure security best practices; promptly documents and disseminates findings to the team members and subsequently collaborates with team members to satisfactorily resolve issues discovered during the tests

Performs risk analysis and implements recommendations for application security, access control, and enterprise data safeguards to defend systems against unauthorized access, modification or destruction

Identifies opportunities to reduce information security risks and promptly documents and communicates mitigation options to team members and management

Conducts data and system security tests to ensure compliance with applicable laws, SLAs, and policies; enhances the District's overall cybersecurity posture by designing, implementing, testing, and maintaining verifiable and repeatable industry-standard practices to ensure the integrity, availability, and confidentiality of sensitive data and reports on findings and recommendations for corrective action

Routinely monitors system, access, and security logs and reviews threat analytics including defining and running daily health checks on applicable technology and infrastructure systems as required; responds to system alerts and security incidents in a primary contact role during or after business hours, while engaging with other team members and stakeholders within and outside of the organization, to mitigate cyber-security risks

Stays abreast of emerging threats and vulnerabilities and designs, communicates, and implements best practices to secure information and to enhance the availability and integrity of information and infrastructure systems; assesses, tests, and recommends new security products and technologies where necessary

Participates in projects, upgrades, outages and is available to assist after hours as needed by the team

Performs other duties as assigned by supervisor

Completes all trainings and other compliance requirements as assigned by the designated deadline
This position requires collaboration, customer support, and team interaction
Regular, predictable performance is required for all performance responsibilities

PHYSICAL DEMANDS

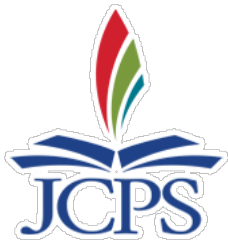
<p>This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 50 lbs., pulling up to 50 lbs., pushing up to 50 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).</p>
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MINIMUM QUALIFICATIONS

Bachelor's degree in computer science or related field
Two One (21) years of demonstrable and verifiable experience in Information Technology infrastructure with a focus on information security OR 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
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
Effective communication skills

DESIRABLE QUALIFICATIONS

Strong understanding of NIST, ISO cybersecurity frameworks
Analytical, conceptual, and problem-solving abilities
Ethical hacking and penetration testing/vulnerability assessment experience
Experience in a diverse workplace



REVISED: Submitted:
1/18/2025 12/17/2024

JOB TITLE:	CYBERSECURITY ANALYST
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8524
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Coordinates information security initiatives with internal stakeholders, vendors and auditors, for the purpose of protecting JCPS information systems and data. Monitors information security risks and enhances the district's cybersecurity posture by researching, recommending, implementing, testing, and managing information security best practices. Work both independently and with team members within the established procedures to protect against unauthorized system access, information modifications, and data destruction

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Serves as a member of the JCPS Cyber Security Operations Center (CSOC) which focuses on providing situational threat awareness and management of the district's security posture; the limited size of the JCPS cyber team will require that the CSOC collaborate effectively with other IT colleagues as well as external vendors as needed

Equips and manages all aspects of systems security and ensures auditing requirements are met for all security access; works with internal stakeholders and coordinates with outside vendors/agencies during information/cybersecurity assessments, audits, and exercises

Creates, records, verifies, audits, and maintains the changes effected to privileged access across the technology infrastructure, and engages with other staff in promoting and sustaining effective enterprise change management practices

Collaborates with other IT colleagues to review and test changes prior to deployment to ensure security best practices; promptly documents and disseminates findings to the team members and subsequently collaborates with team members to satisfactorily resolve issues discovered during the tests

Performs risk analysis and implements recommendations for application security, access control, and enterprise data safeguards to defend systems against unauthorized access, modification or destruction

Identifies opportunities to reduce information security risks and promptly documents and communicates mitigation options to team members and management

Conducts data and system security tests to ensure compliance with applicable laws, SLAs, and policies; enhances the District's overall cybersecurity posture by designing, implementing, testing, and maintaining verifiable and repeatable industry-standard practices to ensure the integrity, availability, and confidentiality of sensitive data and reports on findings and recommendations for corrective action

Routinely monitors system, access, and security logs and reviews threat analytics including defining and running daily health checks on applicable technology and infrastructure systems as required; responds to system alerts and security incidents in a primary contact role during or after business hours, while engaging with other team members and stakeholders within and outside of the organization, to mitigate cyber-security risks

Stays abreast of emerging threats and vulnerabilities and designs, communicates, and implements best practices to secure information and to enhance the availability and integrity of information and infrastructure systems; assesses, tests, and recommends new security products and technologies where necessary

Participates in projects, upgrades, outages and is available to assist after hours as needed by the team

Performs other duties as assigned by supervisor

Completes all trainings and other compliance requirements as assigned by the designated deadline
This position requires collaboration, customer support, and team interaction
Regular, predictable performance is required for all performance responsibilities

PHYSICAL DEMANDS
This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 50 lbs., pulling up to 50 lbs., pushing up to 50 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS
Bachelor's degree in computer science or related field
One (1) years of demonstrable and verifiable experience in Information Technology infrastructure with a focus on information security OR 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
Effective communication skills

DESIRABLE QUALIFICATIONS
Strong understanding of NIST, ISO cybersecurity frameworks
Analytical, conceptual, and problem-solving abilities
Ethical hacking and penetration testing/vulnerability assessment experience
Experience in a diverse workplace



NEW Revised: Submitted:
 1/18/2025 12/17/2024
 07/01/2019 05/14/2019

JOB TITLE:	LIAISON IT3 PROJECT MANAGEMENT
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	AS APPROVED BY THE BOARD 260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8534
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Performs cross-departmental project visioning and implementation. Develops and implements ~~strategies for JCPS systems customer service strategy for IT3~~. Ensures JCPS Google Domain maintains best practice standards as a G Suite For Education primary administrator. Partners with ~~IT3 Technical Liaison~~ Technology colleagues on district/school level support. Provides administration, deployment and support for systems in the Engineering & Operations portfolio of the Technology Division of JCPS. This role will perform regular support of critical systems and services, but will also participate in project activities and proactive maintenance tasks. Daily work may involve monitoring system performance, receiving, analyzing, and tracking customer trouble tickets, defining/coordinating solutions, as well as testing hardware and software solutions.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- ~~Supports IT3 Technical Support Liaisons with project implementation~~ Serve as a member of a technical team responsible for administration and support of Microsoft365, Azure Active Directory, Google Workspace, RapidIdentity, Clever, Incident IQ, Learn Platform, Infinite Campus, and others
- ~~Conducts school site visits with IT3 Technical Support Liaisons on a routine and recurring basis to provide assistance and obtains feedback~~
- Works with ~~IT3 Technical Support Liaison~~ Technology colleagues to coordinate technical problem resolution between the local school District, partner/vendor community and the appropriate technology department teams
- Leads JCPS Digital Backpack technical support strategy
- Serves as the primary JCPS Google Domain Super Administrator
- Initiates training opportunities for Technology Department staff regarding Google EDU support and administration
- Explores new resources and technologies for the streamlining and automation of digital initiatives and device management
- Test enterprise hardware and system changes before deployment to ensure security best practices; promptly document and disseminate findings to the team members and collaborates with team members to satisfactorily resolve issues discovered during testing
- Meets with school-level and district-level personnel as requested by district leadership to provide thought leadership on technology issues and assist with technology discussions
- Facilitates partnerships between regional K-12 technology organizations
- ~~Ensures customer service needs are being met and helps~~ Helps establish customer service support strategy
- Participate in projects, upgrades, outages and be available to assist after hours as needed by the team
- ~~Serves Supports as~~ customer support training ~~specialist for all units~~ as needed within Technology Division
- Performs other duties assigned by supervisor
- Completes all trainings and other compliance requirements as assigned and by the designated deadline

Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

~~The work is primarily sedentary. The work at times requires bending, squatting, crawling, climbing, reaching with the ability to lift, carry, push or pull light weights. The work requires the use of hands for simple grasping and fine manipulations. The work requires activities involving driving automobile equipment.~~

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Bachelor's Degree and/or 5 years' experience in related field

Experience in K-12 educational setting.

G Suite Domain Administrator Certification

Effective communication skills

DESIRABLE QUALIFICATIONS

Experience in employee supervision.

Industry certifications in multiple platforms

Experience in a diverse workplace



Revised: 1/18/2025
Submitted: 12/17/2024

JOB TITLE:	LIAISON IT3 PROJECT MANAGEMENT
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8534
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Performs cross-departmental project visioning and implementation. Develops and implements strategies for JCPS systems. Ensures JCPS Google Domain maintains best practice standards as a G Suite For Education primary administrator. Partners with Technology colleagues on district/school level support. Provides administration, deployment and support for systems in the Engineering & Operations portfolio of the Technology Division of JCPS. This role will perform regular support of critical systems and services, but will also participate in project activities and proactive maintenance tasks. Daily work may involve monitoring system performance, receiving, analyzing, and tracking customer trouble tickets, defining/coordinating solutions, as well as testing hardware and software solutions.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Serve as a member of a technical team responsible for administration and support of Microsoft365, Azure Active Directory, Google Workspace, RapidIdentity, Clever, Incident IQ, Learn Platform, Infinite Campus, and others
- Works with Technology colleagues to coordinate technical problem resolution between the local school District, partner/vendor community and the appropriate technology department teams
- Leads JCPS Digital Backpack technical support strategy
- Serves as the primary JCPS Google Domain Super Administrator
- Initiates training opportunities for Technology Department staff regarding Google EDU support and administration
- Explores new resources and technologies for the streamlining and automation of digital initiatives and device management
- Test enterprise hardware and system changes before deployment to ensure security best practices; promptly document and disseminate findings to the team members and collaborates with team members to satisfactorily resolve issues discovered during testing
- Meets with school-level and district-level personnel as requested by district leadership to provide thought leadership on technology issues and assist with technology discussions
- Facilitates partnerships between regional K-12 technology organizations
- Helps establish customer service support strategy
- Participate in projects, upgrades, outages and be available to assist after hours as needed by the team
- Supports customer support training as needed within Technology Division
- Performs other duties assigned by supervisor
- Completes all trainings and other compliance requirements as assigned and by the designated deadline
- Regular, predictable performance is required for all performance responsibilities
- This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Bachelor's Degree and/or 5 years' experience in related field

Experience in K-12 educational setting.

G Suite Domain Administrator Certification
--

Effective communication skills

DESIRABLE QUALIFICATIONS

Experience in employee supervision.

Industry certifications in multiple platforms

Experience in a diverse workplace



NEWRevised: Submitted:
 1/18/2025 12/17/2024
~~07/17/2019~~ ~~07/16/2019~~

JOB TITLE:	SPECIALIST -DATABASE SPECIALIST
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 9
WORK YEAR:	AS APPROVED BY BOARD 260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8542
BARGAINING UNIT:	CLAS

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 & EVALUATION CRITERIA

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

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

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

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

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

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 ensure timely delivery of projects and to provide timely status update to all project stakeholders

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

Researches emerging database technologies and/or methodologies and implements processes for improving efficiency and reducing costs

Stays current on certification(s) by successfully completing updated certification exam(s), and keeps related technical skills updated

Performs other duties as assigned by supervisor
Regular, predictable performance is required for all performance responsibilities
This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

~~The work is primarily sedentary. 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.~~

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

- Bachelor's degree in related field
- Five (5) years of experience with designing, building, installing, configuring and supporting enterprise database servers and data warehouses
- 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
- 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
- Effective communication skills

DESIRABLE QUALIFICATIONS

- Master's degree with computer specialization
- 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
- Supervisory experience
- Experience in a diverse workplace



Revised: 1/18/2025
Submitted: 12/17/2024

JOB TITLE:	DATABASE SPECIALIST
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 9
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8542
BARGAINING UNIT:	CLAS

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 & EVALUATION CRITERIA

- 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
- 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
- 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
- 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
- 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
- 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 ensure timely delivery of projects and to provide timely status update to all project stakeholders
- 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
- Researches emerging database technologies and/or methodologies and implements processes for improving efficiency and reducing costs
- Stays current on certification(s) by successfully completing updated certification exam(s), and keeps related technical skills updated

Performs other duties as assigned by supervisor

Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Bachelor's degree in related field

Five (5) years of experience with designing, building, installing, configuring and supporting enterprise database servers and data warehouses

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

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

Effective communication skills

DESIRABLE QUALIFICATIONS

Master's degree with computer specialization

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

Supervisory experience

Experience in a diverse workplace



NEW Revised: Submitted:
 1/18/2025 12/17/2024
 07/01/2019 06/11/2019

JOB TITLE:	COORDINATOR TRAINING
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	AS APPROVED BY THE BOARD 260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8552
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Plans, develops, and manages training programs for ~~users of digital resources and application~~~~office automation users~~ and is a resource for personnel in their use ~~of applications~~. Responsible for the development of training and related technology materials and forms relating to ~~computer~~ digital resources and applications. Trains end-users in specific digital resources and ~~computer~~ applications. Empowers the JCPS community to thrive in a digital-first environment by championing user-centric technology adoption and promoting a positive digital experience.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Provides staff development components of Office Automation systems to personnel in administrative offices and school centers
- Serves as a technical consultant to selected certified and classified personnel in administrative offices and school centers
- Develops training material relating to digital resources, computer applications and related technology
- ~~Coordinates the training of end-users of information system services in the area of mainframe applications~~
- Coordinates development and maintenance of computer resource files on a limited basis and only if such systems are in areas of expertise
- Champion End User Experience by being a vocal advocate for end users, ensuring their needs and feedback are central to the design, implementation, and ongoing support of digital tools
- If called upon by supervisor, collaborate in the technology delivery process, focusing mainly on user experience elements to develop clarity and understanding of processes and solutions
- Collect and analyze user feedback through survey data, focus groups, and other channels to identify pain points, areas for improvement, and opportunities to enhance the digital experience
- Foster a culture of digital fluency and continuous learning by encouraging colleagues to embrace new technologies and develop their digital skills
- Work with Technology Division colleagues to ensure seamless technology implementation and support, and partner with users to understand their specific needs and challenges
- Develops training plans for personnel and supervises the development of training programs
- Completes all trainings and other compliance requirements as assigned and by the designated deadline
- Performs other duties as assigned by supervisor
- Regular, predictable performance is required for all performance responsibilities
- This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek). ~~The work is primarily sedentary. 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. The work requires activities involving being around moving machinery, exposure to marked changes in temperature and humidity, driving automotive equipment, and exposure to dust, fumes and gases.~~

MINIMUM QUALIFICATIONS

Bachelor's Degree

Command of oral and written communications

Demonstrated expertise in the operation of computers and computer equipment

Demonstrated ability in training end-users of Office Automation applications

Ability to apply time management techniques in the supervision of staff

Valid driver's license

DESIRABLE QUALIFICATIONS

Two (2) years of specialized training in data processing, procedures writing and statistics

Knowledge of educational office automation applications

Experience in a diverse workplace



Revised:
1/18/2025

Submitted:
12/17/2024

JOB TITLE:	COORDINATOR TRAINING
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8552
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Plans, develops, and manages training programs for users of digital resources and applications and is a resource for personnel in their use. Responsible for the development of training and related technology materials and forms relating to digital resources and applications. Trains end-users in specific digital resources and applications. Empowers the JCPS community to thrive in a digital-first environment by championing user-centric technology adoption and promoting a positive digital experience.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Provide staff development components of Office Automation systems to personnel in administrative offices and school centers
- Serve as a technical consultant to selected certified and classified personnel in administrative offices and school centers
- Develop training material relating to digital resources, computer applications and related technology
- Coordinate development and maintenance of computer resource files on a limited basis and only if such systems are in areas of expertise
- Champion End User Experience by being a vocal advocate for end users, ensuring their needs and feedback are central to the design, implementation, and ongoing support of digital tools
- If called upon by supervisor, collaborate in the technology delivery process, focusing mainly on user experience elements to develop clarity and understanding of processes and solutions
- Collect and analyze user feedback through survey data, focus groups, and other channels to identify pain points, areas for improvement, and opportunities to enhance the digital experience
- Foster a culture of digital fluency and continuous learning by encouraging colleagues to embrace new technologies and develop their digital skills
- Work with Technology Division colleagues to ensure seamless technology implementation and support, and partner with users to understand their specific needs and challenges
- Develop training plans for personnel and supervises the development of training programs
- Complete all trainings and other compliance requirements as assigned and by the designated deadline
- Perform other duties as assigned by supervisor
- Regular, predictable performance is required for all performance responsibilities
- This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Bachelor's Degree

Command of oral and written communications
--

Demonstrated expertise in the operation of computers and computer equipment

Demonstrated ability in training end-users of Office Automation applications
--

Ability to apply time management techniques in the supervision of staff

Valid driver's license

DESIRABLE QUALIFICATIONS

Two (2) years of specialized training in data processing, procedures writing and statistics

Knowledge of educational office automation applications

Experience in a diverse workplace



NEW Revised: Submitted:
 1/18/2025 12/17/2024
 07/01/2019 05/14/2019

JOB TITLE:	PROJECT SUPERVISOR-IT OPERATIONS
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 8
WORK YEAR:	AS APPROVED BY BOARD 260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8556
BARGAINING UNIT:	TECHNOLOGYCLAP

SCOPE OF RESPONSIBILITIES

Supervises projects involving ~~Manages and implements all~~ business-critical technical infrastructure components and supported technologies in the District. The scope of responsibilities ~~can~~ includes projects that cover the design, engineering, maintenance, upgrades, and implementation of all systems and peripherals associated with the delivery of technology and services to District staff and students.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Assists in preparing and managing information technology specifications and project components of the District's capital construction projects, and provides day-to-day technical, operational, and maintenance support to the Information Technology technical operations, within established budget constraints

~~Supervises technical staff and~~ Leads the implementation of standards, targets, policies, and plans to maintain and increase the operational efficiency, effectiveness, and meet project deadlines; manages ~~all~~ resources (people, funding, materials, equipment, and contractual services) efficiently to meet or exceed the quality, service, and value expectations of our customers

Ensures the operational integrity of all systems by focusing on the quality, environment, reliability, scalability, health, safety, and security of the technical operations

~~Recommends, Develops~~ develops and implements cost-effective solutions to meet customer expectations and technical requirements, and implements best practices and innovation across all technical operational areas

Implements effective reporting processes and provides analysis and support to ~~Information~~ Technology leadership with information required for various reports, budgets, ordering process and plans

~~Ensures effective personnel management policies and practices are developed and implemented (e.g., time and attendance, workforce management, etc.) and ensures that resources are developed and deployed appropriately~~

Works collaboratively with other functional leads to mitigate business risks

Implements and adopts effective communication strategies at all levels of ~~Information~~ Technology operations

Provides effective ~~project~~ leadership that will enhance the teams' abilities to remain flexible and effective to the changing business needs

Contributes to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business

~~May~~ Evaluates staff if assigned

Performs other duties as assigned by the designated supervisor

Completes all trainings and other compliance requirements as assigned and by the designated deadline

Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek). ~~The work is performed while standing, walking or sitting. The work at times requires bending, squatting, crawling, climbing and reaching with the ability to lift, carry, push, or pull medium weights. The work involves being exposed to marked changes in temperature and humidity, driving automotive equipment and exposure to dust, fumes, and gases.~~

MINIMUM QUALIFICATIONS

Bachelor's Degree or Five (5) years of directly related experience

Three (3) years of verifiable experience managing a technical services team

Project management experience with resource and cost planning, and estimation

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

Effective communication skills

DESIRABLE QUALIFICATIONS

PMP, ITIL, Vendor Related Certifications

Experience in a diverse workplace



Revised:
1/18/2025

Submitted:
12/17/2024

JOB TITLE:	PROJECT SUPERVISOR
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 8
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8556
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Supervises projects involving business-critical technical infrastructure components and supported technologies in the District. The scope of responsibilities can include projects that cover the design, engineering, maintenance, upgrades, and implementation of all systems and peripherals associated with the delivery of technology and services to District staff and students.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Assists in preparing and managing information technology specifications and project components of the District's capital construction projects, and provides day-to-day technical, operational, and maintenance support to the Information Technology technical operations, within established budget constraints

Leads the implementation of standards, targets, policies, and plans to maintain and increase the operational efficiency, effectiveness, and meet project deadlines; manages resources (people, funding, materials, equipment, and contractual services) efficiently to meet or exceed the quality, service, and value expectations of our customers

Ensures the operational integrity of all systems by focusing on the quality, environment, reliability, scalability, health, safety, and security of the technical operations

Recommends, develops and implements cost-effective solutions to meet customer expectations and technical requirements, and implements best practices and innovation across all technical operational areas

Implements effective reporting processes and provides analysis and support to Technology leadership with information required for various reports, budgets, ordering process and plans

Works collaboratively with other functional leads to mitigate business risks

Implements and adopts effective communication strategies at all levels of Technology operations

Provides effective project leadership that will enhance the teams' abilities to remain flexible and effective to the changing business needs

Contributes to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business

May evaluate staff if assigned

Performs other duties as assigned by the designated supervisor

Completes all trainings and other compliance requirements as assigned and by the designated deadline

Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Bachelor's Degree or Five (5) years of directly related experience

Three (3) years of verifiable experience managing a technical services team

Project management experience with resource and cost planning, and estimation

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

Effective communication skills

DESIRABLE QUALIFICATIONS

PMP, ITIL, Vendor Related Certifications

Experience in a diverse workplace



NEWRevised: Submitted:
 1/18/2025 12/17/2024
 07/17/2019 07/16/2019

JOB TITLE:	SPECIALIST NETWORK ENGINEER NETWORK ARCHITECT
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 9
WORK YEAR:	AS APPROVED BY BOARD 260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8567
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Designs, implements, secures, and monitors the JCPS data, voice and wireless networks and provides on-site and/or remote restoration support. Provides field support, installation, trouble-shooting and maintenance of all data, voice/VoIP and wireless network-related equipment. Supervises, advises and coordinates field technicians in work related to network equipment and operations. Liaises with network vendor staff on analysis, design and implementation of solutions to meet JCPS business needs.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

Installs and configures data, voice, and wireless network equipment, and provides 24 hours, seven days a week operational support

Assists with the analysis and design of data, voice/VoIP, and wireless equipment and networks

Proactively monitors all JCPS networks and network related activities on a daily basis to identify outages, security risks, and manages mitigation/restoration activities; this includes ensuring 24 hours, seven days a week- on-call support

Conducts in-depth analysis of all JCPS networks on a daily basis to identify problem areas and root causes of network outages, interruptions, spikes, and reported issues; implements corrective actions within change management procedures and manages to completion.

Plans and implements routine preventative maintenance measures on all equipment to keep them up-to-date on patches, fixes, upgrades/updates, and security, and conducts appropriate tests to insure their efficient operation

Assists with content filtering, intrusion prevention, and Kentucky Department of Education firewall issues

Creates, revises, and maintains current documentation related to all hardware, software, vendor products, designs, support/user guides, maintenance guides, etc.

Executes concurrent multiple projects and utilizes effective time management, planning, and people skills to liaise with management, team members, vendor field staff, field technicians and customers in coordinating all activities related to network and infrastructure tasks and insure timely delivery of projects and status update(s) to all stakeholders

Stays current on certification(s) by successfully completing updated certification exam(s), keeps related skills updated, and mentors other staff members including assisting in technical certification efforts

Evaluates staff as assigned

Completes all trainings and other compliance requirements as assigned and by the designated deadline

Performs other duties as assigned by supervisor

Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek). The work involves field as well as back office activities. 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. The work requires driving automotive equipment.

MINIMUM QUALIFICATIONS

Bachelor's degree in a related field

Three (3) years of proven hands-on experience in the design, implementation, and management of enterprise network infrastructure and telecommunications field support and maintenance

Strong knowledge of data, voice and wireless networking and telecommunications, and demonstrated ability to effectively work with management, outside vendors and end users.

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

Effective communication skills

DESIRABLE QUALIFICATIONS

Project management experience

Strong understanding of technology and infrastructure monitoring systems

Experience in a diverse workplace



Revised: 1/18/2025
Submitted: 12/17/2024

JOB TITLE:	NETWORK ARCHITECT
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 9
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8567
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Designs, implements, secures, and monitors the JCPS data, voice and wireless networks and provides on-site and/or remote restoration support. Provides field support, installation, trouble-shooting and maintenance of all data, voice/VoIP and wireless network-related equipment. Supervises, advises and coordinates field technicians in work related to network equipment and operations. Liaises with network vendor staff on analysis, design and implementation of solutions to meet JCPS business needs.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Installs and configures data, voice, and wireless network equipment, and provides 24 hours, seven days a week operational support
- Assists with the analysis and design of data, voice/VoIP, and wireless equipment and networks
- Proactively monitors all JCPS networks and network related activities on a daily basis to identify outages, security risks, and manages mitigation/restoration activities; this includes ensuring 24 hours, seven days a week on-call support
- Conducts in-depth analysis of all JCPS networks on a daily basis to identify problem areas and root causes of network outages, interruptions, spikes, and reported issues; implements corrective actions within change management procedures and manages to completion.
- Plans and implements routine preventative maintenance measures on all equipment to keep them up-to-date on patches, fixes, upgrades/updates, and security, and conducts appropriate tests to insure their efficient operation
- Assists with content filtering, intrusion prevention, and Kentucky Department of Education firewall issues
- Creates, revises, and maintains current documentation related to all hardware, software, vendor products, designs, support/user guides, maintenance guides, etc.
- Executes concurrent multiple projects and utilizes effective time management, planning, and people skills to liaise with management, team members, vendor field staff, field technicians and customers in coordinating all activities related to network and infrastructure tasks and insure timely delivery of projects and status update(s) to all stakeholders
- Stays current on certification(s) by successfully completing updated certification exam(s), keeps related skills updated, and mentors other staff members including assisting in technical certification efforts
- Evaluates staff as assigned
- Completes all trainings and other compliance requirements as assigned and by the designated deadline
- Performs other duties as assigned by supervisor
- Regular, predictable performance is required for all performance responsibilities
- This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Bachelor's degree in a related field

Three (3) years of proven hands-on experience in the design, implementation, and management of enterprise network infrastructure and telecommunications field support and maintenance

Strong knowledge of data, voice and wireless networking and telecommunications, and demonstrated ability to effectively work with management, outside vendors and end users.

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

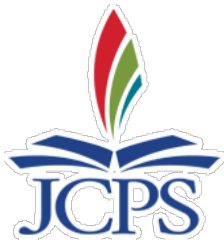
Effective communication skills

DESIRABLE QUALIFICATIONS

Project management experience

Strong understanding of technology and infrastructure monitoring systems

Experience in a diverse workplace



REVISED: Submitted:
 1/18/2025 12/17/2024
~~03/27/2024~~ ~~03/26/2024~~

JOB TITLE:	NETWORK COORDINATOR NETWORK
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	AS APPROVED BY THE BOARD 260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8569
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES
Maintains the computing environment by identifying network requirements, installing upgrades/updates, and monitors network and IPT performance. Provides daily technical support for identifying, troubleshooting and resolving data and voice network issues. Works closely with the network and infrastructure services teams to ensure network uptime and ensures all network equipment are updated/upgraded and backed up as per industry-standard best practices. Assists network engineer and other team members in identifying and mitigating risks and vulnerabilities.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
Establishes LAN/WAN network specifications according to established policies and procedures by analyzing workflow, access, information, and security requirements
Maintains network performance by performing network monitoring, analysis, and performance tuning; troubleshoots and resolves network problems utilizing appropriate analytical tools and test equipment; escalates problems to vendor; follows ITIL standards and established SLAs to conduct root-cause analysis of events and coordinates with vendor tickets to ensure complete issue resolution
Administers and configures routers and related equipment including interface configuration and routing protocols
Secures the network by developing network access, monitoring, control, and evaluation, and is available on call 24 hours a day, seven days a week
Assists the network engineer in the creation and maintenance of the network documentation and follows enterprise change control methodologies to affect necessary changes to the network infrastructure
Upgrades the network by conferring with vendors and team members; develops, tests, evaluates, installs enhancements, and communicates effectively and promptly with the team, internal and external customers and vendors
Protects the organization's value by keeping information confidential and assists end-users in data/network security related matters
Accomplishes organization goals by accepting ownership for accomplishing new and different requests and explores opportunities to add value to job accomplishments
Keeps abreast of emerging trends and threats and implements appropriate mitigation measures; stays current on certifications by successfully completing updated certification exams
Evaluates staff as assigned
Completes all trainings and other compliance requirements as assigned and by the designated deadline
Regular, predictable performance is required for all performance responsibilities
This position requires collaboration, customer support, and team interaction

Performs other duties as assigned by supervisor

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Associate's degree or one (1) year demonstrable experience supporting infrastructure, preferably in a mid to large organization

Excellent written and oral communication skills coupled with thorough knowledge of enterprise networking methodologies and protocols including configuring and managing enterprise network equipment.

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

DESIRABLE QUALIFICATIONS

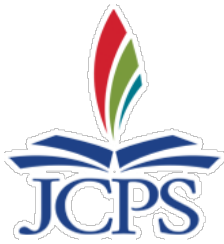
Bachelor's degree

PMP, ITIL, CompTIA A+, Net+, Security+

Experience leading a team of network support staff

Experience in enterprise LAN/WAN design and network security

Experience in a diverse workplace



REVISED: Submitted:
1/18/2025 12/17/2024

JOB TITLE:	NETWORK COORDINATOR
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8569
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES
Maintains the computing environment by identifying network requirements, installing upgrades/updates, and monitors network and IPT performance. Provides daily technical support for identifying, troubleshooting and resolving data and voice network issues. Works closely with the network and infrastructure services teams to ensure network uptime and ensures all network equipment are updated/upgraded and backed up as per industry-standard best practices. Assists network engineer and other team members in identifying and mitigating risks and vulnerabilities.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
Establishes LAN/WAN network specifications according to established policies and procedures by analyzing workflow, access, information, and security requirements
Maintains network performance by performing network monitoring, analysis, and performance tuning; troubleshoots and resolves network problems utilizing appropriate analytical tools and test equipment; escalates problems to vendor; follows ITIL standards and established SLAs to conduct root-cause analysis of events and coordinates with vendor tickets to ensure complete issue resolution
Administers and configures routers and related equipment including interface configuration and routing protocols
Secures the network by developing network access, monitoring, control, and evaluation, and is available on call 24 hours a day, seven days a week
Assists the network engineer in the creation and maintenance of the network documentation and follows enterprise change control methodologies to affect necessary changes to the network infrastructure
Upgrades the network by conferring with vendors and team members; develops, tests, evaluates, installs enhancements, and communicates effectively and promptly with the team, internal and external customers and vendors
Protects the organization's value by keeping information confidential and assists end-users in data/network security related matters
Accomplishes organization goals by accepting ownership for accomplishing new and different requests and explores opportunities to add value to job accomplishments
Keeps abreast of emerging trends and threats and implements appropriate mitigation measures; stays current on certifications by successfully completing updated certification exams
Evaluates staff as assigned
Completes all trainings and other compliance requirements as assigned and by the designated deadline
Regular, predictable performance is required for all performance responsibilities
This position requires collaboration, customer support, and team interaction
Performs other duties as assigned by supervisor

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Associate's degree or one (1) year demonstrable experience supporting infrastructure, preferably in a mid to large organization

Excellent written and oral communication skills coupled with thorough knowledge of enterprise networking methodologies and protocols including configuring and managing enterprise network equipment.

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

DESIRABLE QUALIFICATIONS

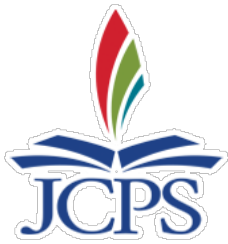
Bachelor's degree

PMP, ITIL, CompTIA A+, Net+, Security+

Experience leading a team of network support staff

Experience in enterprise LAN/WAN design and network security

Experience in a diverse workplace



REVISED:

03/27/2024
1/18/2025

Submitted:

03/26/2024
12/17/2024

JOB TITLE:	SYSTEMS COORDINATOR SYSTEMS-ADMINISTRATION
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, /GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8571
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

~~Plans, coordinates, deploys, administers, and monitors enterprise technology services and district-wide systems. Supports critical services such as Microsoft 365/Azure Active Directory with a focus on users and groups, group policies, conditional access controls, email mailboxes, distribution lists, and resources. Supports project tasks including monitoring system performance, receiving, analyzing, and tracking customer trouble tickets, defining/coordinating solutions, testing hardware and software solutions.~~ Provides administration, deployment and support for systems in the Engineering & Operations portfolio of the Technology Division of JCPS. This role will perform regular support of critical systems and services, but will also participate in project activities and proactive maintenance tasks. Daily work may involve monitoring system performance, receiving, analyzing, and tracking customer trouble tickets, defining/coordinating solutions, as well as testing hardware and software solutions. As core platform technologies change this role will adapt to support these changes through continuous learning and up skilling.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

~~Works with other assigned administrators to manage the district's Microsoft 365/Azure Active Directory implementation and assigns approved resources and network privileges; manages and administers email mailboxes, distribution lists, and related resources~~ Serve as a member of a technical team responsible for administration and support of Microsoft365, Azure Active Directory, Google Workspace, RapidIdentity, Clever, Incident IQ, Learn Platform, Infinite Campus, and others

Serve as a member of the technical team responsible for management of the district's email systems - including email mailboxes, distribution lists, and related resources

Diagnoses and troubleshoots enterprise technology services and district-wide application deployments and provides satisfactory resolution in a timely fashion

Collaborates with colleagues to evaluate, engineer, and support solutions for device management at a district level as needed

Monitors on-premise, cloud-hosted, and SaaS systems, including defining and running daily health checks proactively and responds to system alerts in a primary contact role while engaging other team members to troubleshoot and resolve system issues; responds to critical issues as they occur during or outside of regular business hours

Tests enterprise hardware and system changes before deployment to ensure security best practices; promptly documents and disseminates findings to the team members and collaborates with team members to satisfactorily resolve issues discovered during ~~the test~~testing

~~Supports efforts to proactively monitor logs and usage analytics to identify and mitigate threat vectors across all systems to ensure high availability and information integrity; coordinates with the cyber team and assists in information security forensics and remediations as needed~~ May serve as liaison between students, staff, schools and the Technology division on projects

Assumes oversight responsibility for a specific district-wide hardware or software solution, if assigned by their supervisor

Resolves relevant trouble tickets to the satisfaction of the initiator in a timely fashion and ensures the tickets complete their lifecycle
Executes multiple concurrent projects and utilizes effective time management, planning, and people skills to liaise with other team members and customers to ensure timely delivery of projects and to provide a timely status update to all project stakeholders Serve as an escalation point for the first line support teams and look for patterns in trouble issues to address systemic issues
Creates and maintains system documentation, diagrams, and coordinates with vendors and other business units to ensure the viability of the infrastructure
Performs enterprise hardware and software upgrades, maintains system configurations, and deploys district-wide patches and software packages
Participates in projects, upgrades, outages and is available to assist after hours as needed by the team
Ensures compliance with local, state and federal regulations and procedures related to student information privacy and security, including working with vendors on such matters if needed Stays current on the latest technology and network trends, concepts, and threats, and constantly finds ways to strengthen and improve the network and technology infrastructure
Provide training to others in the Technology Division or within JCPS as needed
Keep technical skills current and stays up to date on vendor certification(s) assigned by supervisor by completing certification exams by the specified deadline Stays current on vendor certification(s) by completing updated certification exams by the specified deadline and keeps related hardware and software skills updated
Regular, predictable performance is required for all performance responsibilities
This position requires collaboration, customer support, and team interaction
Performs other duties as assigned by supervisor
Completes all trainings and other compliance requirements as assigned and by the designated deadline

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 50 lbs., pulling up to 50 lbs., pushing up to 50 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

High school diploma or G.E.D.

Valid Driver's License

~~Associate's degree or (1) one year of verifiable experience supporting an enterprise hardware or software systems infrastructure~~ Associate's degree in computer science or related field

OR One (1) year of verifiable experience supporting an enterprise hardware or software systems infrastructure

OR Three (3) years of technical training/experience and Three (3) years of experience in computer operations

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

Effective communication skills

DESIRABLE QUALIFICATIONS

Bachelor's degree

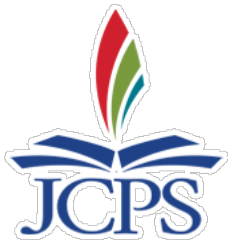
PMP, ITIL, CompTIA A+, Net+, Security+, MCSE and other Microsoft Certifications

Strong understanding of Azure/Microsoft 365 Active Directory, Office 365, and virtualization technologies

Experience in SCCM/Intune or other software deployment tools

Experience managing thin client solutions in an enterprise setting

Project management experience
Experience in a diverse workplace



REVISED: Submitted:
1/18/2025 12/17/2024

JOB TITLE:	SYSTEMS COORDINATOR
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8571
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Provides administration, deployment and support for systems in the Engineering & Operations portfolio of the Technology Division of JCPS. This role will perform regular support of critical systems and services, but will also participate in project activities and proactive maintenance tasks. Daily work may involve monitoring system performance, receiving, analyzing, and tracking customer trouble tickets, defining/coordinating solutions, as well as testing hardware and software solutions. As core platform technologies change this role will adapt to support these changes through continuous learning and up skilling.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Serve as a member of a technical team responsible for administration and support of Microsoft365, Azure Active Directory, Google Workspace, RapidIdentity, Clever, Incident IQ, Learn Platform, Infinite Campus, and others
- Serve as a member of the technical team responsible for management of the district’s email systems - including email mailboxes, distribution lists, and related resources
- Diagnoses and troubleshoots enterprise technology services and district-wide application deployments and provides satisfactory resolution in a timely fashion
- Collaborates with colleagues to evaluate, engineer, and support solutions for device management at a district level as needed
- Monitors on-premise, cloud-hosted, and SaaS systems, including defining and running daily health checks proactively and responds to system alerts in a primary contact role while engaging other team members to troubleshoot and resolve system issues; responds to critical issues as they occur during or outside of regular business hours
- Tests enterprise hardware and system changes before deployment to ensure security best practices; promptly documents and disseminates findings to the team members and collaborates with team members to satisfactorily resolve issues discovered during testing
- May serve as liaison between students, staff, schools and the Technology division on projects
- Assumes oversight responsibility for a specific district-wide hardware or software solution, if assigned by their supervisor
- Resolves relevant trouble tickets to the satisfaction of the initiator in a timely fashion and ensures the tickets complete their lifecycle
- Serve as an escalation point for the first line support teams and look for patterns in trouble issues to address systemic issues
- Creates and maintains system documentation, diagrams, and coordinates with vendors and other business units to ensure the viability of the infrastructure
- Performs enterprise hardware and software upgrades, maintains system configurations, and deploys district-wide patches and software packages
- Participates in projects, upgrades, outages and is available to assist after hours as needed by the team

Ensures compliance with local, state and federal regulations and procedures related to student information privacy and security, including working with vendors on such matters if needed
Provide training to others in the Technology Division or within JCPS as needed
Keep technical skills current and stays up to date on vendor certification(s) assigned by supervisor by completing certification exams by the specified deadline
Regular, predictable performance is required for all performance responsibilities
This position requires collaboration, customer support, and team interaction
Performs other duties as assigned by supervisor
Completes all trainings and other compliance requirements as assigned and by the designated deadline

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 50 lbs., pulling up to 50 lbs., pushing up to 50 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

High school diploma or G.E.D.
Valid Driver's License
Associate's degree in computer science or related field OR One (1) year of verifiable experience supporting an enterprise hardware or software systems infrastructure OR Three (3) years of technical training/experience and Three (3) years of experience in computer operations
A current, relevant, and industry-recognized certification, or the ability to complete department-designated and department-paid certification(s) within twelve (12) months of hire
Effective communication skills

DESIRABLE QUALIFICATIONS

Bachelor's degree
PMP, ITIL, CompTIA A+, Net+, Security+, MCSE and other Microsoft Certifications
Strong understanding of Azure/Microsoft 365 Active Directory, Office 365, and virtualization technologies
Experience in SCCM/Intune or other software deployment tools
Experience managing thin client solutions in an enterprise setting
Project management experience
Experience in a diverse workplace



NEWRevised: Submitted:
 1/18/2025 12/17/2024
~~01/12/2022~~ ~~01/11/2022~~

JOB TITLE:	ASSOCIATE SOFTWARE ENGINEER
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 8
WORK YEAR:	AS APPROVED BY BOARD 260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8573
BARGAINING UNIT:	CLAS

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 & EVALUATION CRITERIA

Leads and assists with the supervision of projects teams, employs established internal standards and participates hands-on in all aspects of software development including architecture, business requirements, design, development, and testing

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 ensuring high availability and reliability

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 ensuring timely delivery of projects and providing timely status updates to management and stakeholders

Interacts with business owners and functions as a subject matter expert in applicable business areas and collects business requirements as required

Provides excellent and timely customer service by utilizing polite business communications, delivering projects on time, and satisfying ad-hoc data and/or report requests

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

Stays current on certification(s) by successfully completing updated certification exam(s), and keeps related developer skills updated

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

Evaluates and recommends third party software as needed

Completes all trainings and other compliance requirements as assigned and by the designated deadline

Performs other duties as assigned by supervisor

Evaluates staff as assigned

Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

The work is primarily sedentary. 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.

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Bachelor's degree in related field

One (1) year of demonstrable hands-on experience in leading all phases of enterprise software development

In-depth knowledge of object-oriented programming languages and tools for the web, and enterprise database design and inquiry skills

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

Effective communication skills

DESIRABLE QUALIFICATIONS

Master's degree with computer specialization

Enterprise hardware troubleshooting which includes servers, load balancers, and related network components

Excellent communication and interpersonal skills

Supervisory experience in software development

Experience in a diverse workplace



Revised: 1/18/2025
Submitted: 12/17/2024

JOB TITLE:	SOFTWARE ENGINEER
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 8
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8573
BARGAINING UNIT:	CLAS

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 & EVALUATION CRITERIA

Leads and assists with the supervision of projects teams, employs established internal standards and participates hands-on in all aspects of software development including architecture, business requirements, design, development, and testing

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 ensuring high availability and reliability

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 ensuring timely delivery of projects and providing timely status updates to management and stakeholders

Interacts with business owners and functions as a subject matter expert in applicable business areas and collects business requirements as required

Provides excellent and timely customer service by utilizing polite business communications, delivering projects on time, and satisfying ad-hoc data and/or report requests

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

Stays current on certification(s) by successfully completing updated certification exam(s), and keeps related developer skills updated

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

Evaluates and recommends third party software as needed

Completes all trainings and other compliance requirements as assigned and by the designated deadline

Performs other duties as assigned by supervisor

Evaluates staff as assigned

Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Bachelor's degree in related field

One (1) year of demonstrable hands-on experience in leading all phases of enterprise software development

In-depth knowledge of object-oriented programming languages and tools for the web, and enterprise database design and inquiry skills

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

Effective communication skills

DESIRABLE QUALIFICATIONS

Master's degree with computer specialization

Enterprise hardware troubleshooting which includes servers, load balancers, and related network components

Excellent communication and interpersonal skills

Supervisory experience in software development

Experience in a diverse workplace



NEW Revised: Submitted:
 1/18/2025 12/17/2024
 07/01/2019 06/11/2019

JOB TITLE:	ASSOCIATE SYSTEMS SERVER ENGINEER
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 8
WORK YEAR:	AS APPROVED BY BOARD 260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8575
BARGAINING UNIT:	CLAS

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 & EVALUATION CRITERIA

Manages all aspects of the District's server and application infrastructure in both physical and virtualized environments

Works closely with team members in the ~~platform services group~~ Engineering & Operations Branch, ~~Digital Technology~~, Technology Division colleagues, vendors, and the Kentucky Department of Education to implement effective change control processes and establish communication and notification protocols

Works closely with other members of the Engineering & Operations branch to share workload as needed

Manages the day-to-day operations of the District's Active Directory implementation and architects and implements strategic plans to ~~insure~~ensure the security and viability of the District's security principal via the efficient use of automation and security best practices

Evaluates periodically- and makes appropriate changes to the Active Directory security groups and memberships to ensure security and integrity of the implementation and designs, implements and manages appropriate group policies and scripts

Designs, implements, and manages virtualized server farm(s) to consolidate District servers, data, and systems

Monitors proactively -the various server farms and clusters and implements measures to mitigate and rectify problems to ensure 24 hour, 7 day a week, 365 days a year up time; this includes monitoring and implementing appropriate host and client operating system patches, warranty upkeep and leading efforts to rectify problems

Leads concurrent multiple hands-on projects and provides excellent and timely customer service by utilizing polite business communications, fulfills requests on time, and satisfies ad-hoc data, report, research or script requests

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

Mentors other staff and provides technical assistance to clients and internal resources while staying current on certification(s) and related skills

Evaluates staff as assigned

Completes all trainings and other compliance requirements as assigned and by the designated deadline

Performs other duties as assigned by supervisor

Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

~~The work is primarily sedentary. 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.~~

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

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

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

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

Effective communication skills

DESIRABLE QUALIFICATIONS

Project management experience

Hands-on experience in implementing network resource access control, security and audit protocols

Hands-on experience in PowerShell, Microsoft Exchange, ERP Systems, information security, archival and delivery technologies

Experience in a diverse workplace



Revised: 1/18/2025
Submitted: 12/17/2024

JOB TITLE:	SERVER ENGINEER
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 8
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8575
BARGAINING UNIT:	CLAS

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 & EVALUATION CRITERIA

- Manages all aspects of the District's server and application infrastructure in both physical and virtualized environments
- Works closely with team members in the Engineering & Operations Branch, , Technology Division colleagues, vendors, and the Kentucky Department of Education to implement effective change control processes and establish communication and notification protocols
- Works closely with other members of the Engineering & Operations branch to share workload as needed
- Manages the day-to-day operations of the District's Active Directory implementation and architects and implements strategic plans to ensure the security and viability of the District's security principal via the efficient use of automation and security best practices
- Evaluates periodically and makes appropriate changes to the Active Directory security groups and memberships to ensure security and integrity of the implementation and designs, implements and manages appropriate group policies and scripts
- Designs, implements, and manages virtualized server farm(s) to consolidate District servers, data, and systems
- Monitors proactively the various server farms and clusters and implements measures to mitigate and rectify problems to ensure 24 hour, 7 day a week, 365 days a year up time; this includes monitoring and implementing appropriate host and client operating system patches, warranty upkeep and leading efforts to rectify problems
- Leads concurrent multiple hands-on projects and provides excellent and timely customer service by utilizing polite business communications, fulfills requests on time, and satisfies ad-hoc data, report, research or script requests
- 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
- Mentors other staff and provides technical assistance to clients and internal resources while staying current on certification(s) and related skills
- Evaluates staff as assigned
- Completes all trainings and other compliance requirements as assigned and by the designated deadline
- Performs other duties as assigned by supervisor
- Regular, predictable performance is required for all performance responsibilities
- This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

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

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

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

Effective communication skills

DESIRABLE QUALIFICATIONS

Project management experience

Hands-on experience in implementing network resource access control, security and audit protocols

Hands-on experience in PowerShell, Microsoft Exchange, ERP Systems, information security, archival and delivery technologies

Experience in a diverse workplace



REVISED:
1/18/2025
~~01/12/2022~~

Submitted:
12/17/2024
~~01/11/2022~~

JOB TITLE:	DEVELOPER -SOFTWARE DEVELOPER
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8583
BARGAINING UNIT:	CLAS

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 & EVALUATION CRITERIA

Writes consistently, translates, and codes application software and reports according to specifications and established internal standards

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

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 ensure timely delivery of projects and to provide timely status update to all project stakeholders

Collects or assist 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

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

Mentors junior staff members and guides junior staff in technical certification efforts

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

Stays current on certification(s) by successfully completing updated certification exam(s), and keeps related developer skills updated

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 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

Performs- other duties as assigned by supervisor

Completes all trainings and other compliance requirements as assigned and by the designated deadline

Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

The work is primarily sedentary. 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. This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Bachelor's Degree

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

Excellent grammar and strong research skills needed

Knowledge of the field of education

Experience in a diverse workplace



REVISED: Submitted:
1/18/2025 12/17/2024

JOB TITLE:	SOFTWARE DEVELOPER
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 7
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8583
BARGAINING UNIT:	CLAS

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 & EVALUATION CRITERIA

Write consistently, translates, and codes application software and reports according to specifications and established internal standards

Develop 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

Assist 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 ensure timely delivery of projects and to provide timely status update to all project stakeholders

Collect or assist 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

Assist 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

Mentor junior staff members and guides junior staff in technical certification efforts

Employ 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

Stay current on certification(s) by successfully completing updated certification exam(s), and keeps related developer skills updated

Research 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 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

Performs other duties as assigned by supervisor

Complete all trainings and other compliance requirements as assigned and by the designated deadline

Regular, predictable performance is required for all performance responsibilities

This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

<p>This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).</p>
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MINIMUM QUALIFICATIONS

Bachelor's Degree

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
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DESIRABLE QUALIFICATIONS

Excellent grammar and strong research skills needed

Knowledge of the field of education

Experience in a diverse workplace



NEW Revised: Submitted:
 07/01/2019 06/11/2019
 1/18/2025 12/17/2024

JOB TITLE:	EXECUTIVE DIRECTOR TECHNOLOGY INTEGRATION ADMINISTRATOR OF SUPPORT & DELIVERY
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 13 14
WORK YEAR:	220 DAYS 260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	4070-8657
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

~~Administers~~ Oversee the ~~deployment and~~ support and delivery of technology ~~integration~~ throughout the District. ~~by ensuring~~ Ensure outstanding customer service support is provided for all students and staff, ~~automating and scaling the distribution~~ manage the logistics of student instructional devices to ~~ensure support~~ equitable access, and providing ~~best practices for integration supported by established~~ establishing policies and procedures. ~~This includes coordinating the development and implementation of a comprehensive District-wide staff training plan, providing schools and other cost centers advice on hardware and software purchases as well as providing departmental staff with advanced training opportunities.~~ Envision digital enablement opportunities for the district and help bring them to reality. Develop a culture of teamwork across the organization and foster a passion for supporting our students, schools and district.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

~~Supervises~~ Lead and mentor staff in scaling the District-wide distribution of instructional devices through ~~the development of a toolkit of best practices for technology integration~~ active management of student and staff workstations

~~Conducts~~ ongoing research to improve service desk operations to provide consistent, yet personalized support, with standardized documentation for enhanced user experience ~~optimize technology integration practices and procedures; coordinates the planning and development of training on best practices for student and staff technology integration; leads the development of policies and procedures to guide student and staff technology use~~

Support technology transformation efforts across the district by facilitating collaboration with other organizational departments while ensuring shared accountability and enterprise outcomes ~~Oversees an automated asset lifecycle management system to include an inventory of instructional devices from procurement through end-of life~~

~~Directs~~ the workflow of project planning and management of business-critical supported technologies in the District for student and staff instructional device deployment and support ~~for student and staff instructional device deployment and support~~

Ensures systems are in place to support the equitable distribution of technology funding to maximize its impact ~~deployment and support of instructional devices~~

Conduct ongoing research to improve on-site technical support processes and techniques to maximize efficiency and customer satisfaction ~~Directs the Student Technology Apprenticeship Program by providing opportunities for student-run service centers throughout the District~~

Oversees completion of state reporting documents including the Digital Readiness Report and Technology Activity Report

Develops and monitors the budget for purchasing ~~instructional devices district-wide~~ technology, as well as, managing the operational budget for ~~department~~ division; ensures budget estimates are complete, accurate, and conforms with regulations and best practice

Initiates and coordinates ~~technology integration~~ digital enablement opportunities with external stakeholders

Evaluates staff as assigned
Performs other duties as assigned by supervisor
Completes all trainings and other compliance requirements as assigned and by the designated deadline
Regular, predictable performance is required for all performance responsibilities
This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek). ~~The work is primarily sedentary. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights. The work requires the use of hands for simple grasping and fine manipulations. The work requires activities involving being around moving machinery, exposure to marked changes in temperature and humidity, driving automotive equipment, and exposure to dust, fumes and gases.~~

MINIMUM QUALIFICATIONS

Master's degree
Five (5) years of experience in instructional technology, including three (3) of the years in a supervisory position
Current experience in using instructional technology
Demonstrated ability to clearly communicate technical ideas and concepts to others
Valid driver's license
Effective communication skills

DESIRABLE QUALIFICATIONS

Master's Degree Computer Science
Experience in education system applications
Five (5) years of teaching or school administration experience
Experience in a diverse workplace
Kentucky certification in administration and/or supervision



Revised: 1/18/2025
Submitted: 12/17/2024

JOB TITLE:	EXECUTIVE ADMINISTRATOR OF SUPPORT & DELIVERY
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 14
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8657
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Oversee the support and delivery of technology throughout the District. Ensure outstanding customer service support is provided for all students and staff, manage the logistics of student instructional devices to support equitable access, and provide best practices by establishing policies and procedures. Envision digital enablement opportunities for the district and help bring them to reality. Develop a culture of teamwork across the organization and foster a passion for supporting our students, schools and district.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Lead and mentor staff in scaling the District-wide distribution of instructional devices through active management of student and staff workstations
- Conduct ongoing research to improve service desk operations to provide consistent, yet personalized support, with standardized documentation for enhanced user experience
- Support technology transformation efforts across the district by facilitating collaboration with other organizational departments while ensuring shared accountability and enterprise outcomes
- Direct the workflow of project planning and management of business-critical supported technologies in the District for student and staff instructional device deployment and support
- Ensure systems are in place to support the equitable distribution of technology funding to maximize its impact
- Conduct ongoing research to improve on-site technical support processes and techniques to maximize efficiency and customer satisfaction
- Oversee completion of state reporting documents including the Digital Readiness Report and Technology Activity Report
- Develop and monitor the budget for purchasing technology, as well as, managing the operational budget for division; ensures budget estimates are complete, accurate, and conforms with regulations and best practice
- Initiate and coordinate digital enablement opportunities with external stakeholders
- Evaluate staff as assigned
- Perform other duties as assigned by supervisor
- Complete all trainings and other compliance requirements as assigned and by the designated deadline
- Regular, predictable performance is required for all performance responsibilities
- This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Master's degree

Five (5) years of experience in instructional technology, including three (3) of the years in a supervisory position

Current experience in using instructional technology

Demonstrated ability to clearly communicate technical ideas and concepts to others

Valid driver's license

Effective communication skills

DESIRABLE QUALIFICATIONS

Master's Degree Computer Science

Experience in education system applications

Five (5) years of teaching or school administration experience

Experience in a diverse workplace

Kentucky certification in administration and/or supervision



REVISED: Submitted:
 09/27/2023 09/26/2023
 1/18/2025 12/17/2024

JOB TITLE:	PLATFORM & SYSTEMS SPECIALIST TECHNOLOGY INTEGRATION
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 9
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	4224-8855
BARGAINING UNIT:	CERXCLAS

SCOPE OF RESPONSIBILITIES

Directs the budget, planning, engineering, administration, deployment and support for platforms as well as systems in the Engineering & Operations portfolio of the Technology Division of JCPS. This role will oversee the regular support of critical systems and platforms, project activities and proactive maintenance tasks. As core platform technologies change this role will adapt to support these changes through continuous learning and up skilling. Assumes responsibility for the overall development, organization, implementation and monitoring of IT3 initiatives including Customer Care, Service Management Software, Asset Management, Device Life-Cycle Management and Identity Management. Also, supervises and directs the work of committees and other groups as needed.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

-Oversee budget planning for platforms and systems within the portfolio of this role. Assumes responsibility for and assists with short-range and long-range planning of technology integration that supports the JCPS and KDE Technology Plan

Lead the technical team responsible for administration and support of Microsoft365, Azure Active Directory, Google Workspace, RapidIdentity, Clever, Incident IQ, Learn Platform, Infinite Campus, and others

Lead the technical team responsible for management of the district's email systems - including email mailboxes, distribution lists, and related resources

Works cooperatively with all IT3 directors, specialists and manager technology leaders in assessing and addressing the District's technology priorities and needs in order to develop, review and revise programs or activities; heavy and frequent collaboration with the Infrastructure team to ensure alignment is a must

Assist with short-range and long-range planning of technology efforts that support the JCPS and KDE Technology Plans. Ensures the accuracy and timeliness of all state reporting requirements; including but not limited to the Digital Readiness Report and Technology Activity Report

Oversee multiple concurrent projects and utilizes effective time management, planning, and people skills to liaise with other team members and customers to ensure timely delivery of projects and to provide a timely status update to all project stakeholders. Provides oversight in scaling the district-wide distribution of instructional devices and life cycle management of student and staff devices using best practices for technology integration

-Ensures continuous Support continuous improvement of the overall technology lifecycle management process. Oversees Support systems like the asset management system to include support things like inventory of technology assets and instructional devices from procurement through end of life

Specializes in Leads Identity Lifecycle Management efforts to ensure a safe, seamless digital experience for students, staff, partners, and vendors to support technology integration

Provide support leadership and direction to the JCPS Microsoft and Google domain admins to ensure coherence between the identity lifecycle management process and Identity Lifecycle Management Provider

Supervises and directs the work of the Platform and Systems team along with committees and task forces as assigned

Drive efforts to proactively monitor logs and usage analytics to identify and mitigate threat vectors across all systems to ensure high availability and information integrity; coordinates with the cyber ops and assists in information security forensics and remediations as needed
Evaluates customer care satisfaction utilizing reporting, surveys, and feedback from JCPS service management software. Analyzes ticketing turnaround response time and high volume tickets. Seeks proactive solutions to reduce the need for support calls and tickets through automation, effectiveness, and knowledge base support
-Collaborates with stakeholders along with the JCPS Cybersecurity Team to ensure that cybersecurity tools are integrated seamlessly with the JCPS Identity Management Solution to close security gaps in identity and access controls
Participate in projects, upgrades, outages and be available to assist after hours as needed by the team
Ensures compliance with local, state and federal regulations and procedures related to area of assignment
Ensures compliance with Board Goals and Administrative Objectives related to area of assignment
Mentor Platform & Systems team along with other technical staff
Evaluates staff as assigned
Performs other duties as assigned by supervisor
Completes all trainings and other compliance requirements as assigned and by the designated deadline
Regular, predictable performance is required for all performance responsibilities
This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).~~The work is primarily sedentary. The work at times requires bending, squatting, climbing, reaching with the ability to lift, carry, push or pull light weights. The work requires the use of hands for simple grasping and fine manipulations. The work requires being around moving machinery, driving automotive equipment, exposure to marked changes in temperature and humidity and exposure to dust, fumes and gases.~~

MINIMUM QUALIFICATIONS

- | |
|---|
| Bachelor's Degree in area of assignment |
| Three (3) years of successful leadership experience with instructional technology |
| Demonstrated ability to develop short and long-range plans and to complete these plans as scheduled |
| Effective communication skills |

DESIRABLE QUALIFICATIONS

- | |
|--|
| Experience with information technology |
| District-level leadership experience |
| Experience in a diverse workplace |



REVISED: 1/18/2025
Submitted: 12/17/2024

JOB TITLE:	PLATFORM & SYSTEMS SPECIALIST
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 9
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	8855
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Directs the budget, planning, engineering, administration, deployment and support for platforms as well as systems in the Engineering & Operations portfolio of the Technology Division of JCPS. This role will oversee the regular support of critical systems and platforms, project activities and proactive maintenance tasks. As core platform technologies change this role will adapt to support these changes through continuous learning and up skilling.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Oversee budget planning for platforms and systems within the portfolio of this role
- Lead the technical team responsible for administration and support of Microsoft365, Azure Active Directory, Google Workspace, RapidIdentity, Clever, Incident IQ, Learn Platform, Infinite Campus, and others
- Lead the technical team responsible for management of the district's email systems - including email mailboxes, distribution lists, and related resources
- Works cooperatively with all technology leaders in assessing and addressing the District's technology priorities and needs in order to develop, review and revise programs or activities; heavy and frequent collaboration with the Infrastructure team to ensure alignment is a must
- Assist with short-range and long-range planning of technology efforts that support the JCPS and KDE Technology Plans
- Oversee multiple concurrent projects and utilizes effective time management, planning, and people skills to liaise with other team members and customers to ensure timely delivery of projects and to provide a timely status update to all project stakeholders
- Support continuous improvement of the overall technology lifecycle management process. Support systems like the asset management system to support things like inventory of technology assets and instructional devices from procurement through end of life
- Leads Identity Lifecycle Management efforts to ensure a safe, seamless digital experience for students, staff, partners, and vendors
- Provide leadership and direction to the JCPS Microsoft and Google domain admins to ensure coherence between the identity lifecycle management process and Identity Lifecycle Management Provider
- Supervises and directs the work of the Platform and Systems team along with committees and task forces as assigned
- Drive efforts to proactively monitor logs and usage analytics to identify and mitigate threat vectors across all systems to ensure high availability and information integrity; coordinates with the cyber ops and assists in information security forensics and remediations as needed
- Collaborates with stakeholders along with the JCPS Cybersecurity Team to ensure that cybersecurity tools are integrated seamlessly with the JCPS Identity Management Solution to close security gaps in identity and access controls
- Participate in projects, upgrades, outages and be available to assist after hours as needed by the team

Ensures compliance with local, state and federal regulations and procedures related to area of assignment
Ensures compliance with Board Goals and Administrative Objectives related to area of assignment
Mentor Platform & Systems team along with other technical staff
Evaluates staff as assigned
Performs other duties as assigned by supervisor
Completes all trainings and other compliance requirements as assigned and by the designated deadline
Regular, predictable performance is required for all performance responsibilities
This position requires collaboration, customer support, and team interaction

PHYSICAL DEMANDS

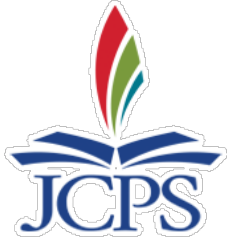
This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Bachelor's Degree in area of assignment
Three (3) years of successful leadership experience with instructional technology
Demonstrated ability to develop short and long-range plans and to complete these plans as scheduled
Effective communication skills

DESIRABLE QUALIFICATIONS

Experience with information technology
District-level leadership experience
Experience in a diverse workplace



NEW: Submitted:
1/18/2025 12/17/2024

JOB TITLE:	CYBERSECURITY ENGINEER
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 8
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

This role is tasked with leading efforts to protect JCPS information systems and data. This position will leverage a deep understanding of cybersecurity principles and best practices to proactively identify and mitigate risks, respond to security incidents, and champion a strong security culture across the district. This position requires a collaborative and proactive individual with excellent communication and analytical skills.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Serves as a member of the JCPS Cyber Security Operations Center (CSOC) which focuses on providing situational threat awareness and management of the district’s security posture; the limited size of the JCPS cyber team will require that the CSOC collaborate effectively with other IT colleagues as well as external vendors as needed
- Take ownership of key information security projects and initiatives, guiding their implementation and ensuring alignment with district-wide security policies and standards. This includes conducting risk assessments, vulnerability scans, penetration testing, and security audits
- Lead incident response efforts, as assigned, including investigating security breaches, coordinating with relevant stakeholders, and implementing containment and remediation strategies. Contribute to the development and maintenance of incident response plans and procedures
- Help develop and implement a comprehensive vulnerability management program, including regular scanning, assessment, and remediation of security vulnerabilities across the district's technology infrastructure
- Collaborate effectively with technology colleagues, school administrators, and external vendors to address security concerns and implement solutions. Provide guidance and mentorship to junior security team members
- Maintain a deep understanding of current and emerging cybersecurity threats, vulnerabilities, and attack vectors. Possess strong technical knowledge of security technologies such as firewalls, intrusion detection/prevention systems, endpoint security solutions, and security information and event management (SIEM) systems
- Contribute to the development and maintenance of information security policies, standards, and procedures
- Ensure compliance with relevant cybersecurity regulations and standards (e.g., FERPA, CIPA); Prepare for and participate in security audits, providing documentation and evidence as required
- Creates, records, verifies, audits, and maintains the changes effected to privileged access across the technology infrastructure, and engages with other staff in promoting and sustaining effective enterprise change management practices
- Collaborates with other IT colleagues to review and test changes prior to deployment to ensure security best practices; promptly documents and disseminates findings to the team members and subsequently collaborates

with team members to satisfactorily resolve issues discovered during the tests
Mentors other staff members
Participates in projects, upgrades, outages and is available to assist after hours as needed by the team
Performs other duties as assigned by supervisor
Completes all trainings and other compliance requirements as assigned by the designated deadline
This position requires collaboration, customer support, and team interaction
Regular, predictable performance is required for all performance responsibilities

PHYSICAL DEMANDS

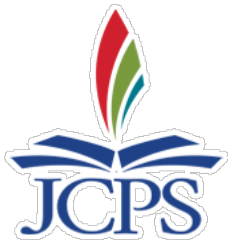
<p>This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 50 lbs., pulling up to 50 lbs., pushing up to 50 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).</p>
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MINIMUM QUALIFICATIONS

Bachelor's degree in computer science or related field
Two (2) years of demonstrable and verifiable experience in Information Technology infrastructure with a focus on information security
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
Effective communication skills

DESIRABLE QUALIFICATIONS

Strong understanding of NIST, ISO cybersecurity frameworks
Analytical, conceptual, and problem-solving abilities
Ethical hacking and penetration testing/vulnerability assessment experience
Experience in a diverse workplace



NEW: Submitted:
1/18/2025 12/17/2024

JOB TITLE:	CYBERSECURITY SPECIALIST
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 9
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

This role is responsible for leading a high-performing team dedicated to protecting the district's sensitive data, critical systems, and technical environment. Develop and implement a comprehensive security program, proactively identify and mitigate threats, and ensure the confidentiality, integrity, and availability of district technology resources. This role requires a strong leader with deep technical expertise, excellent communication skills, and a passion for ensuring a safe and secure learning environment for all students and staff.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Lead the JCPS Cyber Security Operations Center (CSOC) which focuses on providing situational threat awareness and management of the district's security posture; the limited size of the JCPS cyber team will require that the CSOC collaborate effectively with other IT colleagues as well as external vendors as needed
- Lead key information security projects and initiatives, guiding their implementation and ensuring alignment with district-wide security policies and standards. This includes conducting risk assessments, vulnerability scans, penetration testing, and security audits
- Oversee and lead incident response efforts, as assigned, including investigating security breaches, coordinating with relevant stakeholders, and implementing containment and remediation strategies. Contribute to the development and maintenance of incident response plans and procedures
- Provide guidance on secure network design, system hardening, and security configurations. Evaluate and recommend new security technologies and solutions
- Direct the implementation of a comprehensive vulnerability management program, including regular scanning, assessment, and remediation of security vulnerabilities across the district's technology infrastructure
- Collaborate effectively with technology colleagues, school administrators, and external vendors to address security concerns and implement solutions. Provide guidance and mentorship to junior security team members
- Manage relationships with security vendors, service providers, and KDE regarding cybersecurity matters
- Develop and deliver, through the cyber team, engaging security awareness training programs for district staff, students, and parents, promoting a culture of cybersecurity awareness and best practice
- Maintain a deep understanding of current and emerging cybersecurity threats, vulnerabilities, and attack vectors. Possess strong technical knowledge of security technologies such as firewalls, intrusion detection/prevention systems, endpoint security solutions, and security information and event management (SIEM) systems
- Contribute to the development and maintenance of information security policies, standards, and procedures
- Ensure compliance with relevant cybersecurity regulations and standards (e.g., FERPA, CIPA); Prepare for and participate in security audits, providing documentation and evidence as required
- Creates, records, verifies, audits, and maintains the changes effected to privileged access across the technology infrastructure, and engages with other staff in promoting and sustaining effective enterprise change management practices
- Liaise with the internal audit team to review and evaluate the design and operational effectiveness of security-related controls

Provide guidance to the application development team on secure coding practices and implement internal vulnerability testing of existing and newly-developed applications
Collaborates with other IT colleagues to review and test changes prior to deployment to ensure security best practices; promptly documents and disseminates findings to the team members and subsequently collaborates with team members to satisfactorily resolve issues discovered during the tests
Evaluate staff as assigned
Participates in projects, upgrades, outages and is available to assist after hours as needed by the team
Performs other duties as assigned by supervisor
Completes all trainings and other compliance requirements as assigned by the designated deadline
This position requires collaboration, customer support, and team interaction
Regular, predictable performance is required for all performance responsibilities

PHYSICAL DEMANDS

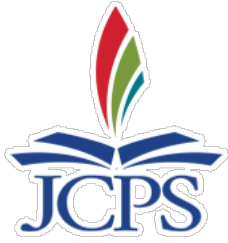
This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 50 lbs., pulling up to 50 lbs., pushing up to 50 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Bachelor's degree in computer science or related field
Three (3) years of demonstrable and verifiable experience in Information Technology infrastructure with a focus on information security
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
Effective communication skills

DESIRABLE QUALIFICATIONS

Strong understanding of NIST, ISO cybersecurity frameworks
Analytical, conceptual, and problem-solving abilities
CISSP Certification
Ethical hacking and penetration testing/vulnerability assessment experience
Experience in a diverse workplace



NEW: Submitted:
1/18/2025 12/17/2024

JOB TITLE:	DATA GOVERNANCE & PRIVACY SUPERVISOR
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 8
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES
Lead the development, implementation, and maintenance of data governance programs for JCPS. Lead the development and implementation of data governance strategies, policies, and support compliance initiatives to ensure the organization's data assets are properly managed to high standards of quality, security, and compliance. This role will work collaboratively with ARSI, Legal and others to provide the JCPS community a central location for understanding and describing data resources and will also help the community systematize new data products. This position will work to support that our data assets are accurate, complete, consistent, and secure, while also promoting a culture of data quality and compliance within JCPS.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
Develop and implement a comprehensive data governance program: Define policies, standards, procedures, and metrics for data management across the district; Leverage the D-I-K-W framework to help demonstrate the value of data
Collaborate and assist in the development of an IT Governance program: Program will focus on strategy, value, performance, resources, and risk
Establish and maintain a data inventory: Catalog and classify data assets, including their origin, purpose, and sensitivity
Ensure data quality: Recommend processes and tools to monitor and improve data accuracy, completeness, consistency, and timeliness
Collaborate on data security and privacy: Help develop and enforce security protocols to protect sensitive student data and comply with relevant regulations (FERPA, COPPA, etc.)
Digital Resource Review: Serve as a member of the DRR process and oversee staff tasked with managing digital resources
Cross-Functional Collaboration: Work closely with the ARSI and Software Development to address cross-divisional reporting and data needs. Build collaborative relationships that support successful consensus
Improve processes: Review and improve processes and systems related to the procurement, review, and lifecycle management of third-party systems and services
Promote data literacy: Develop and deliver training programs to educate staff on data governance principles, best practices, and responsible data use
Collaborate with stakeholders: Work closely with district leadership, IT staff, school leaders, teachers, and other stakeholders to ensure alignment with data governance goals
Stay current on data governance trends and best practices: Research and recommend new technologies and approaches to enhance the district's data governance program
Audit data access and usage: Develop plans to review usage to ensure data is used appropriately and ethically
Monitor and report on data governance performance: Track key metrics, identify areas for improvement, and report on the effectiveness of the data governance program
Evaluate staff as assigned
Participates in projects, upgrades, outages and is available to assist after hours as needed by the team

Performs other duties as assigned by supervisor
Completes all trainings and other compliance requirements as assigned by the designated deadline
This position requires collaboration, customer support, and team interaction
Regular, predictable performance is required for all performance responsibilities

PHYSICAL DEMANDS

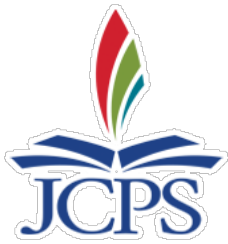
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MINIMUM QUALIFICATIONS

Bachelor's degree
3+ years of experience in data governance, data management, or a related field
Strong understanding of data governance principles, best practices, and frameworks
Experience with data quality management, data security, and data privacy
Knowledge of relevant data privacy regulations (FERPA, COPPA, etc.)
Excellent communication, interpersonal, and collaboration skills
Ability to work independently and as part of a team

DESIRABLE QUALIFICATIONS

Experience in K-12 education environment
Ability to work collaboratively with a diverse group of stakeholders
Strong analytical and problem-solving skills
Experience in a diverse workplace



NEW: Submitted:
1/18/2025 12/17/2024

JOB TITLE:	MANAGER OF DIGITAL ENABLEMENT & DELIVERY
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 10
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES
Lead technology transformation efforts across the district by both overseeing the technology project portfolio as well as actively manage key projects and change initiatives. Evangelize and drive the JCPS Technology-centric "Five Ates" approach to transformation by ensuring that work effectively moves through the transformation cycle. Responsible for constructing and leading detailed project plans designed to implement important digital enablement initiatives and technology strategies. Extend and bolster the competencies needed for distributed delivery teams to succeed without introducing risk or unnecessary governance. Drive an uncompromising focus on shared accountability and enterprise outcomes instead of individual ownership and outputs. Instill a culture of continuous improvement and value creation while growing the skills and impact of delivery and enablement teams over time.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA
Lead a team of digital enablement, training and project professionals
Responsible for planning, organizing, monitoring, and managing all phases of assigned technology transformation projects
Responsible for establishing and maintaining professional working relationships and communication with colleagues, customers, project sponsors, service providers, and outside contacts
Responsible for maintaining effective communication and coordination within project teams
Define priorities and ensure alignment across all other transformation projects where interdependencies apply
Report project/program status and risk regularly to the stakeholders and leadership team
Understand and operate through the lens of People, Process, and Technology when driving transformation
Design and implement the system and tooling that will be used by JCPS to manage and visualize project work, ensure that the Technology Division is a user of this system first and foremost
Deliver complex projects on schedule, on budget, and within service level agreements
Coordinate with stakeholders within the Technology Division, across JCPS, and in our vendor community
Ensure that key artifacts of each transformation project are delivered, these include standardized & optimized business processes, training materials and documentation, role descriptions, impact assessments for implementation, transformation communication plans and materials, quality assurance plans, risk management plans, and performance metric/dashboard tracking
Respond with urgency to organization needs and exhibits excellent judgment to deliver results
Inspire, lead and teach complex concepts to a varied range of functional and technology stakeholders
Evaluate staff as assigned
Participates in projects, upgrades, outages and is available to assist after hours as needed by the team
Performs other duties as assigned by supervisor
Completes all trainings and other compliance requirements as assigned by the designated deadline

This position requires collaboration, customer support, and team interaction

Regular, predictable performance is required for all performance responsibilities

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 50 lbs., pulling up to 50 lbs., pushing up to 50 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Bachelor's degree

3+ years experience in a project management or digital enablement role

Demonstrated success in leading project portfolios

Knowledge of Continuous Improvement and Agile processes

Strong communication, coaching, and stakeholder management skills

Ability to influence change and motivate others

Solid technical and problem-solving skills

Ability to plan and meet schedule

Ability to use all related computer equipment and applications

Excellent communication (written and oral), interpersonal, and collaboration skills

Ability to work independently and as part of a team

DESIRABLE QUALIFICATIONS

Broad project background (technical, business, general)

PMP Certification or other project management credentials

5 years of progressive project/program management experience

Experience in change management

Experience operating in hybrid and low-maturity portfolios

Excellent leadership and project management skills

Ability to work collaboratively with a diverse group of stakeholders

Strong analytical and problem-solving skills

Experience in a diverse workplace



New:
1/18/2025

Submitted:
12/17/2024

JOB TITLE:	PLATFORM ENGINEER
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 8
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	
BARGAINING UNIT:	CLAS

SCOPE OF RESPONSIBILITIES

Provides planning, engineering, administration, deployment and support for platforms as well as systems in the Engineering & Operations portfolio of the Technology Division of JCPS. This role will perform regular support of critical systems and services, but will also lead project activities and proactive maintenance tasks. Daily work may involve monitoring system performance, receiving, analyzing, and tracking customer trouble tickets, defining/coordinating solutions, as well as testing hardware and software solutions. As core platform technologies change this role will adapt to support these changes through continuous learning and up skilling.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Executes multiple concurrent projects and utilizes effective time management, planning, and people skills to liaise with other team members and customers to ensure timely delivery of projects and to provide a timely status update to all project stakeholders
- Support efforts to proactively monitor logs and usage analytics to identify and mitigate threat vectors across all systems to ensure high availability and information integrity; coordinates with the cyber ops and assists in information security forensics and remediations as needed
- Provide technical recommendations based on observations and interactions with systems and members of the JCPS community, collaborating heavily with Systems and Platform Coordinators
- Mentors other technical staff
- Serve as a member of a technical team responsible for administration and support of Microsoft365, Azure Active Directory, Google Workspace, RapidIdentity, Clever, Incident IQ, Learn Platform, Infinite Campus, and others
- Serve as a member of the technical team responsible for management of the district's email systems - including email mailboxes, distribution lists, and related resources
- Creates and maintains system documentation, diagrams, and coordinates with vendors and other business units to ensure the viability of the infrastructure
- Diagnose and troubleshoot enterprise technology services and district-wide application deployments and provides satisfactory resolution in a timely fashion
- Serve as an escalation point for the first line support teams and look for patterns in trouble issues to address systemic issues
- Support the review of new software titles and systems as needed during evaluation and onboarding
- Monitor on-premise, cloud-hosted, and SaaS systems, including defining and running daily health checks proactively and respond to system alerts in a primary contact role while engaging other team members to troubleshoot and resolve system issues; respond to critical issues as they occur during or outside of regular business hours
- Test enterprise hardware and system changes before deployment to ensure security best practices; promptly document and disseminate findings to the team members and collaborates with team members to satisfactorily resolve issues discovered during testing
- Collaborate with colleagues to evaluate, implement, and support solutions for device management at a district level as needed
- Perform enterprise hardware and software upgrades, maintains system configurations, and deploys district-wide patches and software packages

Assume oversight responsibility for a specific district-wide hardware or software solution, if assigned by their supervisor
Provide training to others in the Technology Division or within JCPS as needed
May serve as liaison between students, staff, schools and the Technology division on projects
Resolves relevant trouble tickets to the satisfaction of the initiator in a timely fashion and ensures the tickets complete their lifecycle
Participates in projects, upgrades, outages and is available to assist after hours as needed by the team
Ensures compliance with local, state and federal regulations and procedures related to student information privacy and security, including working with vendors on such matters if needed
Keep technical skills current and stays up to date on vendor certification(s) assigned by supervisor by completing certification exams by the specified deadline
Performs other duties as assigned by supervisor
Completes all training and other compliance requirements by the designated deadline
This position requires collaboration, customer support, and team interaction
Regular, predictable performance is required for all performance responsibilities

PHYSICAL DEMANDS

This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 50 lbs., pulling up to 50 lbs., pushing up to 50 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS

Bachelor's degree
Three (3) years of demonstrable, hands-on experience in the design, implementation, and management of complex technical environments
Three (3) years of experience managing large scale SaaS implementations - such as Microsoft365 or Google G-Suite
Three (3) years of experience managing enterprise e-mail systems
Experience in software deployment tools
Understanding of networking architecture and Kentucky state statutes regarding student information privacy and security
Effective communication skills

DESIRABLE QUALIFICATIONS

Industry certifications in multiple platforms - Microsoft and Google being most preferred
Strong understanding of Azure/Microsoft 365 Active Directory, Office 365, and virtualization technologies
A current, relevant, and industry-recognized certification, or the ability to complete department designated and department-paid certification(s) within twelve (12) months of hire, possibilities include: PMP, ITIL, CompTIA A+, Network+, Security +, Server+, Microsoft Certs, Google Certs
Experience managing thin client solutions in an enterprise setting
Project management experience
Experience in a diverse workplace
Experience in K-12 educational setting
Experience in employee supervision



New:
1/18/2025

Submitted:
12/17/2024

JOB TITLE:	SYSTEMS ENGINEER
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	II, GRADE 8
WORK YEAR:	260 DAYS
FLSA STATUS:	EXEMPT
JOB CLASS CODE:	
BARGAINING UNIT:	CLAP

SCOPE OF RESPONSIBILITIES

Provides planning, engineering, administration, deployment and support for systems in the Engineering & Operations portfolio of the Technology Division of JCPS. This role will perform regular support of critical systems and services, but will also lead project activities and proactive maintenance tasks. Daily work may involve monitoring system performance, receiving, analyzing, and tracking customer trouble tickets, defining/coordinating solutions, as well as testing hardware and software solutions. As core platform technologies change this role will adapt to support these changes through continuous learning and up skilling.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

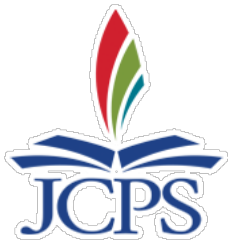
- Executes multiple concurrent projects and utilizes effective time management, planning, and people skills to liaise with other team members and customers to ensure timely delivery of projects and to provide a timely status update to all project stakeholders
- Support efforts to proactively monitor logs and usage analytics to identify and mitigate threat vectors across all systems to ensure high availability and information integrity; coordinates with the cyber ops and assists in information security forensics and remediations as needed
- Provide technical recommendations based on observations and interactions with systems and members of the JCPS community, collaborating heavily with Systems and Platform Coordinators
- Mentors other technical staff
- Serve as a member of a technical team responsible for administration and support of Microsoft365, Azure Active Directory, Google Workspace, RapidIdentity, Clever, Incident IQ, Learn Platform, Infinite Campus, and others
- Serve as a member of the technical team responsible for management of the district's email systems - including email mailboxes, distribution lists, and related resources
- Creates and maintains system documentation, diagrams, and coordinates with vendors and other business units to ensure the viability of the infrastructure
- Diagnose and troubleshoot enterprise technology services and district-wide application deployments and provides satisfactory resolution in a timely fashion
- Serve as an escalation point for the first line support teams and look for patterns in trouble issues to address systemic issues
- Support the review of new software titles and systems as needed during evaluation and onboarding
- Monitor on-premise, cloud-hosted, and SaaS systems, including defining and running daily health checks proactively and respond to system alerts in a primary contact role while engaging other team members to troubleshoot and resolve system issues; respond to critical issues as they occur during or outside of regular business hours
- Test enterprise hardware and system changes before deployment to ensure security best practices; promptly document and disseminate findings to the team members and collaborates with team members to satisfactorily resolve issues discovered during testing
- Collaborate with colleagues to evaluate, implement, and support solutions for device management at a district level as needed
- Perform enterprise hardware and software upgrades, maintains system configurations, and deploys district-wide patches and software packages
- Assume oversight responsibility for a specific district-wide hardware or software solution, if assigned by their supervisor

Provide training to others in the Technology Division or within JCPS as needed
May serve as liaison between students, staff, schools and the Technology division on projects
Resolves relevant trouble tickets to the satisfaction of the initiator in a timely fashion and ensures the tickets complete their lifecycle
Participates in projects, upgrades, outages and is available to assist after hours as needed by the team
Ensures compliance with local, state and federal regulations and procedures related to student information privacy and security, including working with vendors on such matters if needed
Keep technical skills current and stays up to date on vendor certification(s) assigned by supervisor by completing certification exams by the specified deadline
Performs other duties as assigned by supervisor
Completes all training and other compliance requirements by the designated deadline
This position requires collaboration, customer support, and team interaction
Regular, predictable performance is required for all performance responsibilities

PHYSICAL DEMANDS
This position requires the following physical activities rarely (up to 25% of the workweek): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the workweek): lifting up to 50 lbs., pulling up to 50 lbs., pushing up to 50 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the workweek). Repetitive motions and visual acuity are required constantly (up to 100% of the workweek).

MINIMUM QUALIFICATIONS
High school diploma or G.E.D.
Valid Driver's License
Bachelor's degree in computer science or related field OR Three (3) years of experience supporting an enterprise hardware or software systems infrastructure OR Five (5) years of technical training/experience and Five (5) years of experience in computer operations
Understanding of networking architecture and Kentucky state statutes regarding student information privacy and security
Understanding of networking architecture and Kentucky state statutes regarding student information privacy and security
Effective communication skills

DESIRABLE QUALIFICATIONS
Bachelor's degree in Computer Science
Industry certifications in multiple platforms - Microsoft and Google being most preferred
Strong understanding of Azure/Microsoft 365 Active Directory, Office 365, and virtualization technologies
A current, relevant, and industry-recognized certification, or the ability to complete department designated and department-paid certification(s) within twelve (12) months of hire, possibilities include: PMP, ITIL, CompTIA A+, Network+, Security +, Server+, Microsoft Certs, Google Certs
Experience in software deployment tools
Experience managing thin client solutions in an enterprise setting
Project management experience
Experience in a diverse workplace
Experience in K-12 educational setting
Experience in employee supervision



NEW Revise Submitted:
 d: 03/26/2024
 03/27/2024
 12/17/2024 1/18/2025

JOB TITLE:	CLERK EMPLOYEE BADGING AND FILE-MAINTENANCE
DIVISION	HUMAN RESOURCE TECHNOLOGY
SALARY SCHEDULE/GRADE:	IA, GRADE 5
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8707
BARGAINING UNIT:	CLAB

SCOPE OF RESPONSIBILITIES

Completes work order requests for initial and replacement employee badges. Completes monthly billing to each department for new and replacement badges. ~~Audits new employee files to ensure all new hire requirements have been met.~~

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Fulfills work order requests for new and replacement badges
- Authenticates identity, takes picture, and produces ID badges
- Provides access (via employee badge) to an employee's work location
- Reconciles employee badging charges monthly
- Maintains employee badging system with upgrades and employee data
- ~~Assembles new hire files, ensuring all new hire requirements are met before sending to the records room, including criminal history records~~
- ~~Delivers new hire files to the Records Room for processing~~
- Completes all trainings and other compliance requirements as assigned by the designated deadline
- Performs other duties as assigned by supervisor
- Regular, predictable performance is required for all performance responsibilities
- This position requires reporting to the assigned JCPS worksite for collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This work is conducted in an office setting. This position has inside environmental conditions with protection from weather conditions but not necessarily from temperature changes or atmospheric conditions while working on performance responsibilities.

This position requires the following physical activities rarely (up to 25% of the work week): balancing, bending, climbing, crawling, crouching, driving, kneeling, and reaching. The following physical activities are required occasionally (up to 50% of the work week): lifting up to 20 lbs., pulling up to 20 lbs., pushing up to 20 lbs., standing, and walking. Feeling, grasping, hearing, and talking are required frequently (up to 75% of the work week). Repetitive motions and visual acuity are required constantly (up to 100% of the work week).

MINIMUM QUALIFICATIONS

- High School Diploma or G.E.D. and working knowledge of business English, spelling, and arithmetic
- Two (2) years successful experience in clerical functions

Transcription skills, ability to operate calculator accurately and efficiently
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Successful experience with computer word processing/file management functions

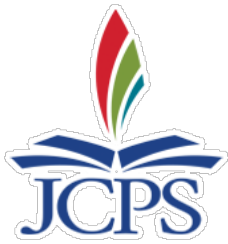
Effective communication skills

Two (2) successful experience in customer service

DESIRABLE QUALIFICATIONS

Associate Degree in business or related field

Experience in a diverse workplace



Revised: 12/17/2024
Submitted: 1/18/2025

JOB TITLE:	CLERK EMPLOYEE BADGING
DIVISION	TECHNOLOGY
SALARY SCHEDULE/GRADE:	IA, GRADE 5
WORK YEAR:	AS APPROVED BY THE BOARD
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8707
BARGAINING UNIT:	CLAB

SCOPE OF RESPONSIBILITIES

Completes work order requests for initial and replacement employee badges. Completes monthly billing to each department for new and replacement badges.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Fulfills work order requests for new and replacement badges
- Authenticates identity, takes picture, and produces ID badges
- Provides access (via employee badge) to an employee’s work location
- Reconciles employee badging charges monthly
- Maintains employee badging system with upgrades and employee data
- Completes all trainings and other compliance requirements as assigned by the designated deadline
- Performs other duties as assigned by supervisor
- Regular, predictable performance is required for all performance responsibilities
- This position requires reporting to the assigned JCPS worksite for collaboration, customer support, and team interaction

PHYSICAL DEMANDS

This work is conducted in an office setting. This position has inside environmental conditions with protection from weather conditions but not necessarily from temperature changes or atmospheric conditions while working on performance responsibilities.

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MINIMUM QUALIFICATIONS

- High School Diploma or G.E.D. and working knowledge of business English, spelling, and arithmetic
- Two (2) years successful experience in clerical functions
- Transcription skills, ability to operate calculator accurately and efficiently
- Successful experience with computer word processing/file management functions
- Effective communication skills
- Two (2) successful experience in customer service

DESIRABLE QUALIFICATIONS
Associate Degree in business or related field
Experience in a diverse workplace