



JOB DESCRIPTION
Infrastructure Specialist

DIVISION: Office of Performance & Information Technology (PIT)	GRADE: IT2
DEPARTMENT: IT Infrastructure & Production Services	WORK DAYS: Annual
REPORTS TO: Assistant Director (IT Security & Network Services)	FLSA STATUS: Exempt
CLASSIFICATION: Classified	DATE: 6/8/2021

Our Mission: Through a caring culture of equity, trust, and collaboration, every student will graduate ready for college, career, and life.

Our Vision: A high-performing school district where students love to learn, educators inspire, families engage, and the community trusts the system.

Our Guiding Principles: **Equity** in our approach to decision making, **Ethics** to demonstrate our integrity, **Engagement** with our school community, and **Excellence** in everything we do.

POSITION SUMMARY

The Infrastructure Specialist designs, installs, configures, tests, monitors, supports, and troubleshoots Local and Wide Area Networks. Administers and manages Cisco routers, switches, ASA appliances and F5 load balancers. Performs router/switch network hardware/software upgrades. Provides IP Addressing Strategy - NAT, Re-Addressing. Performs WAN - IP Routed Network Integration. Prepares work orders containing instructions to be used by technicians to configure network hardware and software. Performs diagnostic analysis of the network system, identify possible faulty devices, troubleshoot faulty modules, troubleshoot network problems and outages and prepare necessary documentation detailing actions taken. Works with customer technical teams to provide solutions for customers' internetworking communications requirements.

MINIMUM REQUIREMENTS

EDUCATION:

- Bachelor's degree or higher in Information Technology or related discipline required.
- Master's degree or higher preferred.

CERTIFICATION/LICENSE:

- Microsoft Networking, Telecommunication, or Cisco Certifications preferred.

WORK EXPERIENCE:

- 5 years of experience supporting Local and Wide Area Networks required.

KNOWLEDGE, SKILLS & ABILITIES

- Excellent communication and interpersonal skills.



- Possesses strong leadership traits with the ability to lead people and provide direction.
- Takes initiative, detailed oriented, and is highly organized.

ESSENTIAL DUTIES

- Design, Build, Configure, Install, Monitor and Support the Local Area Networks, including troubleshooting all IP traffic from each end-point and internal switch to the edge router for the entire school district.
- Design, Build, Configure, Install, Monitor, Support and Promote Wireless capable endpoints for the entire school district.
- Design, Configure, Manage and Monitor network hardware, including routers, switches, gateways, concentrators, network load balancers, network caching devices, firewalls, and others, coordinating multiple vendor solutions for the entire school district; ensures Survivability and Disaster Recovery for Local and Wide Area Networks in the entire school district.
- Install, Configure, Test and Update Operating Systems, Firmware and related enterprise-class software and monitoring systems for all wireless networking related systems for the entire school district.
- Design, Build, Configure, Install, Monitor and Support the Wide Area Network, including all edge routing devices riding APS-owned and leased circuits for the entire school district.
- Provides Infrastructure Support for Enterprise and Student Applications, including meeting with Business and Application Owners to define requirements prior to project implementation.
- Design, Configure, Manage and Monitor Internet Service Providers for the entire school district.
- Creates and Updates Documentation and Diagrams for the Wireless Networking Environment and ensures Audit Compliance.
- Install, Configure, Test and Update Operating Systems, Firmware and related enterprise-class software and monitoring systems for all networking related systems for the entire school district.
- Provides Infrastructure Support for Enterprise Applications, including meeting with Business and Application Owners to define requirements prior to project implementation.
- Creates and Updates Documentation and Diagrams for the Local and Wide Area Networks and ensures Audit Compliance.
- Required to have prompt, regular attendance in-person and be available to work on-site, in-person during regular business hours and as needed.
- Performs other duties as assigned by an appropriate administrator or their representative.

PHYSICAL ABILITIES AND WORKING CONDITIONS

The physical abilities, working conditions and other conditions of employment listed in this document are representative of, but are not intended to provide an exhaustive list of the requirements for positions in this classification. In the event of an emergency or situation requiring guidance from Federal, State, or local or school district authorities, the requirements of this position may change temporarily or for the school year to best serve the needs of our students.

Vision: Ability to read small print and view a computer screen for prolonged periods.

Hearing: Ability to tolerate exposure to noisy conditions.

Speech: Ability to be understood in face-to-face communications, to speak with a level of proficiency and volume to be understood over a telephone or computer.

Upper Body Mobility: Ability to use hands to grasp, and manipulate small objects; manipulate fingers, twist and bend at wrist and elbow; extend arms to reach outward and upward; use hands and arms to lift objects; turn, raise, and lower head.



Strength: Ability to lift, push, pull and/or carry objects which weigh as much as 5 or more pounds on a frequent basis. Incumbent may be required to physically restrain parties involved in a conflict.

Environmental Requirements: Ability to encounter constant work interruptions; work cooperatively with others; work independently; work indoors.

Mental Requirements: Ability to read, write, understand, interpret and apply information at a moderately complex level essential for successful job performance; math skills at a high school proficiency level; judgement and the ability to process information quickly; learn quickly and follow verbal procedures and standards; give verbal instruction; rank tasks in order of importance; copy, compare, compile and coordinate information and records. Understand how to manage stress.

Remote Work Requirements:

Additional Work Conditions & Physical Abilities: Ability to be flexible and adapt as needed between various in-person working environments.

The Atlanta Public School System does not discriminate on the basis of race, color, religion, sex, citizenship, ethnic or national origin, age, disability, medical status, military status, veteran status, marital status, sexual orientation, gender identity or expression, genetic information, ancestry, or any legally protected status in any of its employment practices, educational programs, services or activities. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

This job description is intended to accurately reflect the duties, responsibilities and requirements of the position. It is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills, or working conditions associated with the position. Management and administration reserves the right to modify, add, or remove duties and assign other duties as necessary.