



## JOB DESCRIPTION

### Assistant Director (Data Center IT Operations)

<b>DIVISION:</b> Office of Performance & Information Technology (PIT)	<b>GRADE:</b> IT5
<b>DEPARTMENT:</b> IT Infrastructure & Production Services	<b>WORK DAYS:</b> Annual
<b>REPORTS TO:</b> Director (IT Operations)	<b>FLSA STATUS:</b> Exempt
<b>CLASSIFICATION:</b> At-Will	<b>DATE:</b> 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 Assistant Director (Data Center IT Operations) manages a team of IT Data Center professionals. Develops, plans and implements the overall strategic objectives of the organization's IT Operations, Communication and Collaboration systems. Develops the overall strategy for the Data Centers, which include vision, development, implementation, survivability and business/instructional integration. Ensures that appropriate project management standards and IT governance processes are utilized and reported for all implementation efforts. The incumbent supervises the IT Data Center and communications teams. Has demonstrated knowledge and respect in the user, IT and managerial functions. Participates in the budgeting, estimating, planning, etc. for those projects/operations under his/her charge. Is a highly technical resource in the IT Data Center and communications management field, with extensive architectural and design experience in building, configuring, installing, monitoring, and supporting IT Data Centers in complex environments. Requires the ability to communicate effectively at all levels, both within IT and within the organization as a whole. Performs general management duties and demonstrate leadership capabilities.

#### **MINIMUM REQUIREMENTS**

##### ***EDUCATION:***

- Bachelor's degree in Information Technology, Computer Science, Engineering, or related discipline required.
- Master's degree preferred.

##### ***CERTIFICATION/LICENSE:***

- Project Management Professional and/or ITIL or similar certification desired.

##### ***WORK EXPERIENCE:***

- 8 years in IT, including at least 5 years directly responsible for various components of enterprise IT Data Centers.



### **KNOWLEDGE, SKILLS & ABILITIES**

- Extensive knowledge of various servers, storage systems, backup systems, server operating systems, virtualization technologies, environmental systems, monitoring systems, communication applications and all related equipment and systems.
- Integrations of systems solutions related to the IT Data Centers.
- Problem solving and root cause analysis.
- Active listening with written and oral communication.
- Analytical with attention to details.
- High-level programming and general application development knowledge.
- Interpersonal and relationship-building and team building skills.
- Mental agility and flexible to change.

### **ESSENTIAL DUTIES**

- Serves as the technical owner of the IT Data Centers including all Servers, Storage Systems, Backup Systems, Server Operating Systems, Virtualization technologies, Environmental Systems, Monitoring Systems, Email, Lync and all related equipment and systems supporting the Data Centers, Disaster Recovery Sites and Remote Server Locations.
- Determines business needs and requirements, provides guidance and advises staff; assesses organizational needs, evaluates vendors, hardware, systems, and processes, and makes recommendations.
- Manages staff by determining priorities and workloads, determines schedules, monitors and evaluates staff and makes hiring and termination recommendations; performs ongoing performance management as required.
- Plans, monitors, and provides direction in the integrations of systems solutions related to the IT Data Centers, including business need and requirements analysis, selecting tools, and overseeing the implementation and maintenance of such tools.
- Ensures and enforces Project Management standards and IT Governance processes in the IT Data Center group and for all projects.
- Fills in for Director in her/his absence.
- Delivers services in his/her area of responsibility as called upon by IT management, in support of the mission and goals of APS.
- 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.*