



JOB DESCRIPTION
IT Architecture Specialist

DIVISION: Office of Performance & Information Technology (PIT)	GRADE: IT2
DEPARTMENT: IT Infrastructure & Production Services	WORK DAYS: Annual
REPORTS TO: IT Architect	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 IT Architecture Specialist will provide support for infrastructure and applications. Under the supervision of the IT Architect, this position will lead the effort to monitor all computing equipment relative to infrastructure and application processing and provide alerts identifying events that have potential impacts to the production environment. This role will also serve as liaison to provide event situation management, including escalation, coordination, tracking and reporting, by interacting with Incident Management and Service Desk teams.

MINIMUM REQUIREMENTS

EDUCATION:

- Bachelor's degree in engineering, information technology, computer science or related discipline, or
- Associate's degree in engineering, information technology, computer science or related discipline and 1 additional year of work experience required.

CERTIFICATION/LICENSE:

- Information Technology Infrastructure Library Foundation Certificate (ITIL) V3 preferred.

WORK EXPERIENCE:

- 1 year of experience in enterprise infrastructure implementation required.
- Experience working in and supporting a K-12 environment preferred.
- Equivalent combination of education and experience will be considered.

KNOWLEDGE, SKILLS & ABILITIES

- Strong analytical, critical thinking and communication skills.



- Familiar with broad technical areas which might include networking, servers/virtualization/storage, application containers, operating systems and information security.
- Functional knowledge of best practices and industry standards for IT architecture and infrastructure.
- Understanding and knowledge of project management.
- Ability to think analytically, organize work and problem solve.
- Proficiency with Linux and Unix like operating systems strongly preferred.

ESSENTIAL DUTIES

- Provides support for infrastructure and applications.
- Trains, coaches and mentors the technicians and analysts in IT Architecture.
- Creates and leads special projects developing IT networking and security monitoring systems that may be useful for the District.
- Analyzes processes, makes recommendations and implements new IT networking and security monitoring processes.
- Evaluates IT networking and security monitoring systems to ensure they are performing optimally and providing value to the District.
- Identifies weaknesses in the IT architecture, such as single points of failure or systems that don't comply with standards.
- Provides feedback, identifies trends and performs analysis of recurring incidents; extracts trends on incident types, customer types, key problem areas, departments and hardware types.
- Researches and analyzes incidents based on logging, monitoring data, etc.
- Follows established processes and procedures, and reports to the IT Architect any suggestions that will improve process or make support easier or more efficient.
- 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.