Loudoun County Public Schools

HUMAN RESOURCES AND TALENT DEVELOPMENT
JOB CLASS SPECIFICATION

Certified: 4/18/2023

Supervisor, Data Center Operations

Pay Scale: B
Level: 23
FLSA Status: Exempt
Job Family: Information Technology
Primary Location: Administration Building

Department Overview
The Department of Digital Innovation (DDI) contributes to the infusion of digital innovation into teaching and learning, as well as the operations of LCPS, by providing leadership and support in all areas of digital innovation planning and technology resource management. DDI is committed to building a transparent open organizational environment providing students, teachers, parents, administrators, and the community with highly functional technology that is easy to use, reliable, and cost-effective to support a consistently superior level of instruction and student achievement. The Department includes the following teams: Enterprise Resource Planning, Enterprise Solutions, Digital Experience, and Infrastructure & Engineering.

Job Overview
The Supervisor of Data Center Operations plays a critical role within the Department of Digital Innovation's Infrastructure and Engineering team. The Supervisor of Data Center Operations position utilizes their skills, experience, and talent to provide direct management to teams of engineers that support all aspect of LCPS data centers, to include infrastructure services, directory services, system management, and cloud services. The position will be responsible for budget, application management, staffing decisions, and supporting all related data center operations across the enterprise.

Roles and Responsibilities
The following information is intended to describe the overall nature and scope of the work being performed. This is not a comprehensive listing of all responsibilities or tasks; work may differ and other work may be assigned when deemed appropriate.

- Develops strategies and collaborate with technical and non-technical staff to prioritize core infrastructure projects
- Develops all appropriate data center management processes to ensure the district gains maximum benefit from supported technologies
- Manages teams that design and deploy new systems and enhancements to existing systems
- Manages and oversees all of the systems in the data center including Storage Area Networks (SAN), Active Directory, Infrastructure Services, Virtualization platforms, Cloud Services, physical data center management, and cloud-based data center management
- Manages the teams responsible for working with staff to solve complex engineering issues while working collaboratively with other department divisions in a team first approach
- Manages multiple projects across several areas of responsibility while ensuring teams are providing reports and status updates to senior leadership on a regular basis
- Ensures engineering teams resolve issues by applying outstanding communication, analytical, technical, critical thinking, and creative problem-solving skills to ensure all systems operate effectively and efficiently to maximize education opportunities for students

- Measures effectiveness of existing core infrastructure systems and strategically designs and implements improvements
- Ensures appropriate processes are in place to deliver efficient support of all core infrastructure systems
- Hires, mentors, and evaluates all technical team staff
- Monitors and tests system performance to include delivering of statistics and reports
- Provides guidance to other technical staff

Qualifications
Below are the minimum qualifications for this job. Equivalent combinations of education and experience are also acceptable.

Education
Bachelors' Degree in Technology field or related field

Experience
Six (6) years of experience with developing and maintaining core infrastructure system
Experience in managing large teams providing support for enterprise computer systems, applications, and networks
Experience managing a service desk team while working within constraints to delivery high quality solutions
Proven working experience supporting core infrastructure systems to included, Active Directory, Virtualization, Storage, and Cloud Service environments

Licenses and Certifications

Knowledge, Skills and Abilities
- Ability to work in a team first environment and communicate effectively with all levels of technology experience, including working closely with division executives
- Ability to align and prioritize communications projects and initiatives with division mission and goals
- Ability to conduct research into new technologies and determine fit for division
- Ability to train staff in the operation of computer networks
- Strong customer service, organization, and communications skills

Physical Requirements
The following provides a brief description of physical requirements for this job:

While performing the duties of this job, the employee is regularly talking, expressing or exchanging ideas by means of the spoken word. The employee must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly. The employee must possess normal cognitive abilities including the ability to learn, recall and apply certain practices and policies. Frequently sitting and/or remaining in a stationary position for long periods of time. Exerting up to 25 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Equal Opportunity Employment
The Loudoun County School Board seeks to cultivate a high performing team of professionals focused on its mission and goals. The School Board values merit and excellence within its workforce and encourages the highest levels of professionalism for all its employees.

The School Board also recognizes and values the diversity of the students and broader community it serves and encourages diversity within its workforce.

The Loudoun County School Board is an Equal Opportunity Employer. The School Board does not discriminate against qualified applicants or employees on the basis of actual or perceived race, national origin, ancestry, color, sex, sexual orientation, gender identity, pregnancy, childbirth or related medical conditions, marital status, age, religion, disability, genetic information, veteran status or any basis protected by law.

ADA Accommodations Disclosure

Under the Americans with Disabilities Act (ADA), Loudoun County Public Schools is required to provide reasonable accommodations to qualified employees with disabilities, unless doing so would pose an undue hardship. Qualified employees are those who hold the necessary education, skills, and experience for the job; and who can perform its essential responsibilities, with or without an accommodation.

Remote Work Disclosure

The following guidelines apply to jobs and positions where employees have been identified as having the potential to work remotely. Remote work is defined as completing one's duties and responsibilities at a site other than one's assigned duty location. In order to be eligible for remote work privileges, an employee must have demonstrated consistent, positive performance and have the support and approval of their direct supervisor. In addition, these employees must have reliable high-speed internet and a designated workspace that allows them privacy while completing sensitive and confidential work. Employees who are non-exempt and are working remotely will work their regular scheduled hours and gain prior approval from their supervisor if they work more than 8 hours a day or more than 40 hours in a workweek. Remote work privileges can be amended, changed, or revoked based upon the performance of the employee, as well as the needs of Loudoun County Public Schools.