

**MURRIETA VALLEY UNIFIED SCHOOL DISTRICT
JOB DESCRIPTION**

TITLE: TECHNOLOGY INFRASTRUCTURE CREW LEADER

REPORTS TO: Chief Technology Officer or designee

JOB GOAL Coordinate and oversee the workflow of designated technology infrastructure staff. Plan, assign, and coordinate the maintenance and repair of projects and incoming service requests. Communicate with administrators, site staff, department staff and contractors as needed on projects and work requests. Coordinate technology infrastructure projects, work flows and serves as a liaison with other technology divisions.

QUALIFICATIONS

Knowledge of:

1. Knowledge of client hardware and operating systems used in Information Systems.
2. Basic electronic and electrical theory as it relates to Information Systems.
3. Local Area Network (LAN) and Wide Area Network (WAN) software and hardware.
4. Basic understanding of programming theories.
5. Data processing systems and procedures.
6. Data communications and network protocols.
7. Server operating systems and hardware.
8. Advanced server operating systems and hardware configuration.
9. Ethernet topologies and technologies along with industry standards for installation and implementation.
10. Proper English usage, reading, writing, punctuation and math at a level necessary to perform assigned tasks.
11. Modern office practices and procedures.
12. Safety rules and regulations for this position.
13. Methods, materials, equipment and tools used in the maintenance of user workstations, mobile devices, technology systems and software used by the district.
14. Internet resources as related to your field or job function.

Ability to:

1. Follow safety rules and regulations for this position.
2. Establish and maintain effective work relationships with those contacted in the performance of required duties.
3. Learn and follow the operations, procedures, policies, and requirements of an assigned program of operational unit.
4. Handle all matters in a tactful, courteous and confidential manner so as to maintain and/or establish good public relations.
5. Exercise independent judgment and problem-solving skills related to specific areas of responsibility.
6. Present and maintain a pleasant appearance and demeanor.
7. Work successfully with diverse groups of people.
8. Be a productive and active team member.
9. Communicate effectively and tactfully in both oral and written form using the English language.

Job Description Technology Infrastructure Crew Leader

Ability to (continued)

10. Understand and carry out verbal and written instructions, policies, and procedures in an independent manner.
11. Work independently and maintain high standards of workmanship.
12. Read and interpret technical manuals.
13. Design, install, and repair District technology infrastructure.
14. Prepare and maintain work records and schedules; complete necessary reports.
15. Determine work priorities and schedule work effectively and efficiently.
16. Manage technology infrastructure workflow and serve as a technology infrastructure liaison for District personnel.
17. Provide leadership support for technology infrastructure personnel.
18. Estimate the scope and costs of work assignments and to secure the necessary tools and materials to complete each assignment

Training and Experience:

1. Equivalent to completion of the twelfth (12th) grade.
2. Minimum 4 year degree in Informations Systems or equivalent field OR minimum 5 years of experience in a large enterprise IT environment demonstrating advances toward increasingly complex responsibilities and/or duties.
3. Minimum 2 years of experience in a large enterprise IT environment.
4. Passing scores for all required District tests.
5. Good work history and attendance.

ESSENTIAL FUNCTIONS

1. Assists in the design of District technology infrastructure and coordinates technology infrastructure projects, deployments, and work requests for technology infrastructure personnel and contractors.
2. Coordinates the response and remediation of technology infrastructure service outages and helps ensure proper communications regarding the status of service outages.
3. Monitors the work request ticketing system and helps triage and distribute technology infrastructure requests.
4. Monitors whereabouts and daily work for technology infrastructure personnel.
5. Participates in and helps coordinate technology infrastrucure maintenance and helps ensure that maintenance and deployment scheduling minimizes impacts to the end-user.
6. Provides guidance and feedback, and assists in the training, for technology infrastructure personnel.
7. Maintains accurate documentation of technology infrastructure deployments and installations.
8. Helps install, maintain, and monitor technology infrastructure security systems and responds to identified threats.
9. Provides backup for other department positions as needed.
10. Makes estimates of materials costs; orders parts and supplies as needed.
11. Follows District policies and procedures.
12. Participates in District in-service training as required.
13. Knows and understands the Mission and Core Values of the District.
14. Performs other related duties as assigned.

Job Description Technology Infrastructure Crew Leader

OTHER FUNCTIONS

1. Picks up and delivers or arranges/coordinates for pick up/delivery of equipment at District facilities.
2. Maintains inventory of installed hardware and software.
3. Maintains records of pending and completed work/service requests, prepares written and oral reports, as required.
4. Recommends standards for use and repair of computer hardware/software.

PHYSICAL ABILITIES

1. Visual ability to read handwritten or typed documents and the display screen of various office equipment and machines.
2. Able to conduct verbal conversation.
3. Able to hear normal range verbal conversation (approximately 60 decibels.)
4. Able to sit, stand, stoop, kneel, bend, and walk.
5. Able to sit for sustained periods of time.
6. Able to kneel or squat for extended periods of time.
7. Able to climb slopes, stairs, steps, ramps, and ladders.
8. Able to lift up to twenty-five (25) pounds frequently, and fifty (50) pounds occasionally.
9. Able to carry up to twenty-five (25) pounds frequently, and fifty (50) pounds occasionally.
10. Able to push and pull objects weighing up to forty (40) pounds.
11. Able to exhibit full range of motion for shoulder external rotation and internal rotation.
12. Able to exhibit full range of motion for shoulder abduction and adduction.
13. Able to exhibit full range of motion for elbow flexion and extension.
14. Able to exhibit full range of motion for shoulder extension and flexion.
15. Able to exhibit full range of motion for back lateral flexion.
16. Able to exhibit full range of motion for hip flexion and extension.
17. Able to exhibit full range of motion for knee flexion.
18. Able to operate office machines and equipment in a safe and effective manner.
19. Able to demonstrate manual dexterity necessary to operate calculator, typewriter, and/or computer keyboard at the required speed and accuracy.
20. Able to demonstrate manual dexterity necessary to perform fine maintenance procedures and operate both manual and power hand tools in a safe and effective manner.
21. Able to operate a variety of powered and manual equipment commonly found in computer equipment diagnoses and repair services in a safe and effective manner.
22. Able to operate a motor vehicle in a safe and effective manner.

SPECIAL REQUIREMENTS

1. Must use safety equipment and devices designated for this position.
2. Possession and maintenance of a valid and appropriate state of California driver's license; have an acceptable driving record; and be insurable at standard rates by District's insurance carrier and maintain such insurability during the course of employment.

Job Description Technology Infrastructure Crew Leader

TERMS OF EMPLOYMENT: Twelve-month work year
 Classified bargaining unit member

EVALUATION: Performance of this job will be evaluated in accordance with Board of Education policy and provisions of the collective bargaining agreement. The Chief Technology Officer or designee will complete the evaluation.

Murrieta Valley Unified School District is a drug-free & tobacco-free workplace and equal opportunity employer.

The District does not discriminate against employees or job applicants on the basis of gender, race, color, religious creed, national origin, ancestry, age of 40, marital status, physical or mental disability, or Vietnam Era veteran status. Equal opportunity shall be provided to all employees and applicants in every aspect of personnel policy and practice. The District does not discriminate against person with disabilities who, with reasonable accommodation, can perform the essential functions of the job in question.

Approved by:

Board of Education

Date: May 12, 2022