

Job Description

Job Title: Supervisor of Technology Infrastructure

Supervisor: Supervisor of Technology Operations

Pay Grade: 42

Job Classification: Exempt

Contract Length: 245 Days

Job Summary

Position is responsible to the Supervisor of Technology Operations, for the district-wide implementation, maintenance, and administration of the school division's the electronic fire notification and facility intrusion detection systems; the public address/intercommunication systems; master clock systems; audio-visual and specialty sound systems; and scoreboard systems. The position is also responsible for documenting, managing, and maintaining assigned systems implementation plans and projects. Position establishes and interprets policies and operating procedures; evaluates system operations; develops a training program for assigned staff; prepares budgeting and cost analyses. Work requires highly professional customer service to staff and students. Position supervises and evaluates work performance of assigned staff.

Essential Duties

1. Researches and analyzes current and evolving communications capabilities to provide information for long and short-term planning.
2. Manages and administers fire and security infrastructure including capacity/feasibility planning, new installations, upgrades, configuration, feature functionality testing, maintenance, troubleshooting, back-up systems, security procedures/protocols, operating procedures and guidelines, and user accessibility and connectivity.
3. Manages and administers the division's Genetec infrastructure.
4. Coordinates and performs project planning and project management responsibilities that may include establishing priorities, specifications and approaches, organizing, staffing and scheduling, working with others to complete the project, and monitoring progress.
5. Regularly confers with internal and external departmental system programmers, system analysts, system administrators, and functional managers regarding current and prospective systems changes and future needs.
6. Coordinates and oversees all maintenance activities associated with the power and cooling systems in the Network Operations Center.
7. Trains and provides support to site-managed technical specialist regarding fire and security, PA/IC, audio-visual, specialty sound, and scoreboard system use and administration.
8. Directs efforts of technicians who are involved in diagnosing and correcting fire and security failures; performs fire and security management activities; determines logical solutions to complex infrastructure problems.
9. Prepares documents and performs research to justify language used in departmental documents, procedures and budget recommendations.
10. Prepares and presents status reports, service level benchmarks, key performance indicators, and operational metrics for assigned systems.
11. Defines bid and RFP technical requirements to ensure appropriate service provisions.
12. Ensures fire notification systems are tested annually and operate in accordance with all local codes and national fire protection association standards.
13. Utilizes and ensures assigned staff use of appropriate safety equipment in the performance of duties.
14. Travels to and from school's/work sites in the performance of duties.
15. Provides training to assigned staff.
16. Conforms to all departmental procedures and policies.
17. Models nondiscriminatory practices in all activities.
18. Tracks and assigns work in the help desk system.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties

1. Maintains a current knowledge of rapidly changing technology systems.
2. Performs any other related duties as assigned by the Director of Technology, or other appropriate administrator.

Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily with minimal supervision. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills and/or Abilities Required)

Bachelor's degree in computer science, management information systems, or a related field and considerable relevant facility fire/intrusion systems. Must possess demonstrated successful experience in project planning and management (e.g., new installations, upgrades) involving multiple customer sites. Experience in the design of facility fire/intrusion systems consisting of several hundred users and device points throughout multiple sites. Experience in writing system documentation, system specifications, system requirements, project plans, presentations, correspondence, studies, reports, and training materials. Be able to demonstrate the ability to properly develop and maintain accurate documentation. Must possess the ability to establish and maintain effective working relationships with departmental peers, departmental technicians and specialists, and all customers served. Must have the ability to direct the efforts and evaluate the work of assigned staff. Must have the ability to effectively explain complex technical concepts to both technical and non-technical personnel. Must possess a valid Virginia driver's license with a good driving record.

Working Conditions and Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. When performing the duties of this job, the employee is frequently required to sit; use hand to finger; handle or feel; speak, hear and understand speech at normal levels. The employee is frequently required to stand; walk; reach with hands and arms; climb or balance; stoop; kneel; crouch; or crawl. The employee must frequently lift and/or move and push/pull up to 26 pounds. The employee must occasionally lift and/or move and/or balance while standing or climbing up to 60 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and depth perception.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office environment, centralized computer rooms, on-site locations, and outside in the open environment. While performing the duties of this job, the employee is occasionally exposed to various lighting conditions; moving mechanical parts; high precarious places; toxic or caustic chemicals; and risk of electrical shock. The noise level is usually moderate and occasionally loud when performing duties in centralized computer rooms.

Supervision Exercised: Assigned Staff

Supervision Received: Director of Technology

This job description in no way states or implies that these are the only duties to be performed by this employee. The Supervisor of Technology Infrastructure will be required to follow any other instructions and to perform any other related duties as assigned by the Supervisor of Technology Operations, or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor

Date

I acknowledge that I have received and read this job description.

Employee Name (Print)

Signature

Date

Revised 08/2025