Announcing an Outstanding Career Opportunity

Director, Technology Infrastructure Services

Open until Filled

A national search is underway for highly qualified candidates for the position of Director, Technology Infrastructure Services. This is a unique opportunity for an accomplished information technology professional to direct enterprise-wide technology infrastructure services and operations for the nation’s largest regional educational agency.
The Position of Director, Technology Infrastructure Services

The Director, Technology Infrastructure Services will report directly to the Chief Technology Officer and will be responsible for planning, organizing, and directing the work of the Technology Infrastructure Services, consisting of over 80 technical and management personnel. Additionally, the Director, Technology Infrastructure Services will oversee the analysis, design, development, implementation and daily operation of a large and complex LAN and countywide WAN network, video production studios/field operations, regional telephone services, personal computing support services, large-scale data center—including IBM Z-10 mainframe and large server farm - in support of internal/external clients.

About the Los Angeles County Office of Education (LACOE)

LACOE Vision Statement:
“The Los Angeles County Office of Education is a premier provider of integrated, educational programs and services, from birth to adulthood, in a richly diverse and multicultural global environment.”

As the nation’s largest intermediate educational agency, LACOE performs a number of oversight and service functions and provides a broad range of programs and services to support Los Angeles County’s K-12 school districts, community college districts and charter schools.

Among the services provided are:
- Payroll and retirement processing for over 180,000 employees of public school agencies in Los Angeles County
- Consulting services and programs for education and business functions
- Direct instruction for students with disabilities
- Direct instruction for “at risk” and incarcerated youth

Additional support services include early childhood education; family and community programs; parenting and literacy classes; career and technical education; safe schools and emergency preparedness; specialized training and professional development for teachers, administrators, and support personnel; and expert consultation in curriculum, instruction and assessment.

LACOE operates the nation’s largest Head Start program, along with two specialized high schools located on university campuses—the L.A. County High School for the Arts and the International Polytechnic High School.
LACOE’s Technology Services provides technology infrastructure development and support, network services, software/web application development, instructional technology outreach to teachers and administrators and database administration to LACOE operating divisions and over 70 local school districts.

Areas of support include project management, technical analysis and consulting, system design, application development, stress testing, data backup, and disaster recovery planning. In addition, network services include an Internet Service Provider for over 65 school districts, content filtering, and secure network access to LACOE business applications, and access and support of the California K-12 High Speed Network. Technology Services provides customized multimedia services, including video streaming, interactive CD-ROM and DVD production, website development, videoconferencing, studio and remote video production. For its customers, these services translate into improvements in business operations, classroom support, student instruction, and staff training.

Technology Services strengthens LACOE’s position as a leader and innovator in the fields of educational computing and telecommunications services, and gives technology-related issues higher visibility throughout the organization. Technology Services provides expertise in mainframe and server-based payroll, human resource, and financial applications. Instructional Technology Outreach assists and trains educators countywide on how to integrate technology into teaching and learning and helps align specific curricula to California’s K-12 content standards. Technology Services provides LACOE and the Los Angeles County educational community with a broad range of state-of-the-art solutions, organized among the various Technology Services operating units.

Technology Master Plan

LACOE has developed a Technology Master Plan that defines LACOE-wide policies and systems to ensure the efficient use of technology for business, administrative, and instructional functions. The Master Plan facilitates the delivery of services to LACOE and its internal and external customers. The Technology Master Plan supports the effective management of technology resources and helps LACOE to meet both tactical and strategic goals.
The Well-Qualified Candidate

The well-qualified candidate will have a solid record of accomplishment in directing/managing a large-scale, multi-vendor, multi-platform, multi-customer technology infrastructure/services organization.

Specific essential competencies include:

**Strategic Leadership**
- Developing and implementing strategies and goals for agency-wide technology infrastructures and services
- Designing and developing effective departmental structures, roles, and responsibilities
- Building morale and group commitments to goals and objectives
- Staying abreast of technology advances, trends and issues and evaluating them for organizational relevance
- Identifying and meeting the needs and expectations of internal and external customers
- Ensuring agency-wide data security and disaster recovery

**Cross-Enterprise Collaboration**
- Involving stakeholders in making decisions and considering diverse and potentially conflicting needs
- Enabling constructive and productive group facilitation to clarify issues and reach consensus
- Establishing and maintaining effective working relationships, contacts, and networks regardless of differences in interest, perspectives, background and organizational level

**Minimum Qualifications**

**Experience:** Seven years of experience in planning, developing and implementing large-scale technology infrastructure systems and services, including four years at a management level in a large-scale computer data center.

**Education:** A bachelor’s degree in information technology, business administration, computer science, or a closely related field from an institution of higher learning accredited by a regional accrediting organization recognized by the Council for Higher Education Accreditation. Certification for project management, ITIL foundation certificate, and/or ITSM certification or equivalent is desirable.
Compensation and Benefits

Salary Range: $117,072 - $145,020 annually. Placement within the range is dependent on experience, qualifications and salary history. Benefits include participation in California’s Retirement System (CalPERS) plus LACOE’s comprehensive health and welfare benefits. Detailed information about the benefits can be found at http://www.lacoe.edu/benefits

Application and Selection Procedure

Candidates are required to submit the following four items:

1. A comprehensive resume
2. A letter of interest explaining the relevancy of this opportunity to the candidate’s career history and goals
3. Three professional references who can attest to the candidate’s technical and managerial competence. (References must include contact information; however, only references for finalists in the process will be contacted.)
4. Responses to the supplemental questions listed on the following page

Confidential electronic submittals are preferred and can be sent to: chang_shirley@lacoe.edu

Mail-in application materials are also welcome and may be sent to:

Shirley Chang
Los Angeles County Office of Education
Personnel Commission • EC Annex
9300 Imperial Hwy., Downey, CA 90242-2890

Selection Procedure: Based on a careful review and evaluation of the submitted application materials, only the most qualified candidates will be invited to be interviewed by mid-October. The top finalists will be interviewed by the Chief Technology Officer for final selection. Final selection is targeted for December 2013.

Application Deadline Date

Open until filled.

Confidential inquiries may be made to Shirley Chang at chang_shirley@lacoe.edu or (562) 803-8360.
Supplemental Questionnaire

Your response to the questions below is a required part of the application and must be submitted with your detailed resume, letter of interest, and reference list.

Please limit your responses to one page, single-spaced, for EACH OF THE FIVE (5) TOPICS. Each response should be on a separate page, and it should state the topic at the top of each page.

1. Describe the most relevant type and scale of computer platforms for which you had direct responsibility. Include for each the following information:
   1.1 Your title and responsibilities
   1.2 The organization, the dates of responsibility
   1.3 Name of platform(s) and related vendors
   1.4 The system(s) supported by the platforms
   1.5 The business functions and user groups supported by the systems
   1.6 Hardware and software annual maintenance/licensing budget
   1.7 Refresh strategy
   1.8 Operating budget profile of clients served
   1.9 Significant accomplishments in technology acquisitions, infrastructure build-out, and system migration

2. Describe your experience implementing and leading the integration of Information Systems Management Frameworks. Please include the following information:
   2.1 Implementation and oversight of a Service Oriented Architecture (SOA)
   2.2 Implementation and oversight of Project Management Body of Knowledge (PMBOK)
   2.3 Implementation and oversight of System Development Life-Cycle (SDLC)
   2.4 Implementation and oversight of Information Technology Infrastructure Library (ITIL)

3. Describe your experience planning, implementing and monitoring data security and disaster recovery. Please include your experience in the following area:
   3.1 Information systems security for mainframe, servers, workstations, including web usage, and open system architectures
   3.2 Disaster recovery planning and implementation (include documented examples)

4. Describe any management responsibility you have had. Please include the following:
   4.1 The largest department you managed, including the organization name, organization structure, your department’s name, your title, number of staff in your span of control and budget
   4.2 The nature of your interactions with chief executives of the organization in this management role
   4.3 Major accomplishments in managing organizational change or restructuring
   4.4 Other key indicators of your success in this capacity

5. Education and Professional Development. Please provide the following information:
   5.1 How your formal education and training contribute to your qualifications for the Director, Technology Infrastructure Services
   5.2 Any current information technology-related certifications that you hold; include a description of the certification subject matters, certification requirements, and recertification requirements (please attach copies of your certificates)