



Classification Title: Manager, Infrastructure Engineering and Operations

Department:	Information Services	EEO6 Code:	1
Employee Group:	Administrative Association (Classified Administrator)	Salary Grade:	69
Supervision Received From:	Director, Information Services	Date of Origin:	6/2012
Supervision Given:	Assigned Supervisory, Classified, hourly, and volunteer employees	Last Revision:	8/2026

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Manages, plans, coordinates, and administers day-to-day operational activities for the District's infrastructure engineering and operations; assist in and performs operations functions including planning, budget, oversight of contracts, coordinating with human resources, procurement and customer service; manages the District's data center, network, telecommunications, server, storage, identity, and cloud infrastructure, including the acquisition, implementation, operation, security, maintenance, and lifecycle management of infrastructure systems and services; provides leadership and accountability for the District's hybrid infrastructure environment, infrastructure transformation initiatives, operational resilience, and security posture of the systems and services within the assigned area; coordinates department functions and activities with other division staff, faculty, administrator and departments that utilize or depend on related infrastructure engineering and operations services.

DISTINGUISHING CHARACTERISTICS.

The Manager, Infrastructure Engineering and Operations is responsible for planning, managing and coordinating the District's data center, network, telecommunications, server, storage, identity, and cloud infrastructure, and its related transformation initiatives. This class is distinguished from the other Manager classifications in Information Services by its responsibility for managing the District's underlying technology infrastructure, including its availability, performance, security, resilience, lifecycle management, and transformation; and by its responsibility for managing infrastructure engineering and operations staff responsible for network, telecommunications, systems, and infrastructure services.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS. Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full management and supervisory activities in accordance with relevant District policies, procedures, and applicable employee contracts/handbooks which includes selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Plans, manages, coordinates, and evaluates business and support functions and activities for infrastructure engineering and operations, including planning, budget, coordinating with human resources, procurement, contract administration, work planning and management, reporting, customer service and related matters; evaluates and reports on program operations and assesses program needs and improvement opportunities.
3. Participates in and oversees development and implementation of goals, objectives, policies and priorities for infrastructure engineering and operations to include the District's data center, network, telecommunications, server, storage, identity, and cloud infrastructure; recommends and administers program, department, division and District

policies and procedures; monitors and evaluates the efficiency and effectiveness of program/department work and procedures; recommends appropriate service and staffing levels.

4. Manages the development and tracking of the infrastructure engineering and operations budget; works with the Director and other division managers throughout the budget development process in forecasting funding needs for staffing, equipment, materials and supplies; analyzes department expenditure estimates, requests and proposals, identifies issues and concerns and advises on appropriate actions; prepares and processes budget transfers, contracts and other budget adjustments.
5. Implements and maintains security controls within the assigned area consistent with the District's information security program and adopted security framework; participates in security incident response; supports vulnerability identification and remediation, periodic access review, and security awareness activities within the assigned area.
6. Establishes and monitors service level targets and operational performance measures for infrastructure engineering and operations, including service availability, capacity, performance, incident trends, and other applicable measures; analyzes performance data to inform staffing, priorities, training, process improvements, and investment recommendations.
7. Coordinates services and incidents with other department managers responsible for identity and access, endpoint management, security response, shared platforms, and related technology services to ensure continuity of operations and service delivery.
8. Evaluates vendors and manages vendor relationships, contracts and service level agreements for the assigned area; participates in procurement; and reviews vendor security and accessibility documentation prior to adoption.
9. Prepares and maintains records, reports, project documentation, and operational status information related to department operations, including projects, personnel, equipment usage, service performance, and government-required reports; monitors operational status and apprises the Director of significant issues, emerging resource requirements, and other matters affecting service delivery.
10. Directs and oversees the planning, design, implementation, operation, maintenance, and lifecycle management of the District's data center, network, telecommunications, server, storage, and related infrastructure systems; provides technical consultation and strategic guidance to District departments and management regarding infrastructure architecture, capacity, technology solutions, and long-range infrastructure planning; oversees infrastructure procurement, asset management, documentation, system utilization, and operational performance District-wide.
11. Directs the District's hybrid infrastructure strategy and architecture, including evaluation and determination of appropriate workload placement among on-premises data center, public cloud, and vendor-hosted environments; evaluates and oversees the adoption of cloud infrastructure, platform, and related services based on operational and security performance, availability and cost considerations.
12. Leads infrastructure transformation planning and execution, including current-state assessment, target-state architecture, roadmap development, prioritization, sequencing, migration, integration, coexistence, and decommissioning of legacy systems; establishes implementation, testing, rollback, and validation criteria and verifies post-migration operation and service stability.
13. Establishes cloud consumption and cost management practices; monitors cloud usage and expenditures against budget; identifies opportunities to optimize cloud resources and costs; advises the Director on the operational and financial implications of subscription- and consumption-based services, including impacts on multi-year planning.
14. Directs the implementation and maintenance of infrastructure security controls and standards, including network segmentation, privileged access management, logging and monitoring, patch and vulnerability management, configuration management, and system hardening; coordinates with Information Security and other technology teams to identify, assess, prioritize, and remediate infrastructure security risks.
15. Directs the District's identity and access infrastructure, including directory services, federation, authentication services, and multi-factor authentication enforcement; ensures the availability, security, integration, and lifecycle management of identity infrastructure in coordination with applicable security and technology teams.

16. Directs disaster recovery and business continuity planning, implementation, maintenance, and testing across on-premises, cloud, and vendor-hosted environments; establishes recovery priorities, recovery objectives, testing schedules, and restoration procedures and coordinates recovery activities with applicable District departments, technology teams, and service providers.

Marginal Functions:

1. Provides responsible staff assistance to the Director; acts as administrator in charge in the absence of other Information Services managers and/or the Director, assuming leadership responsibilities to ensure continuity of operations and service delivery.
2. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.
3. Participates in shared governance through service on planning and/or operations committees and task forces.
4. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Training Guidelines:

Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Five years infrastructure engineering and/or infrastructure operations experience including two years of supervisory experience.

Education/Training: Bachelor's degree in computer science or a related field.

Preferred Qualifications:

1. Coursework beyond the minimum qualifications in computer science, information systems, information technology management or a related field.
2. Current certification in cloud architecture, enterprise infrastructure or information security.
3. Experience leading a technology transition in an educational setting, preferably in higher education.

License and/or Certificate: Possession of a valid California Driver's License.

Knowledge of:

1. Leadership and managerial principles and practices, including selection, training, evaluating, and discipline.
2. Principles, practices, and technologies related to the operation, capabilities, limitations, performance, and lifecycle management of enterprise computing, network, telecommunications, server, storage, and data center infrastructure.
3. Operating systems, infrastructure software, utilities, enterprise platforms, and business applications used to support District operations, including their integration with network, server, storage, and cloud environments.
4. Principles, practices, procedures, and techniques of budget preparation, administration, and maintenance, including District budget development and administration policies, practices, and procedures and budgeting for infrastructure, subscription-, and consumption-based technology services.
5. Higher education administrative practices and the organization, policies, procedures, objectives, governance, and operational environment of a community college district.
6. Principles, practices, methods, and techniques of project management.
7. Principles and practices of enterprise infrastructure architecture, implementation planning, integration, configuration, lifecycle management, and technology transition.
8. Information security frameworks, controls and risk management practices applicable to higher education, including infrastructure security, vulnerability management, security monitoring, incident response, access controls, system hardening, and remediation.
9. Cloud service models, including Software as a Service, Platform as a Service, and Infrastructure as a Service, and the shared responsibility model, architecture, security, governance, migration, and operational considerations associated with cloud services.

10. Vendor and service provider management, contract administration, procurement practices, service-level agreements, service evaluation, performance management, and vendor escalation procedures.
11. Service management and operational performance measurement principles, including service availability, capacity, performance, incident trends, service levels, and other measures used to evaluate and improve infrastructure operations.
12. Principles and practices of organizational and technology change management, including stakeholder communication, transition planning, adoption, and management of operational impacts.
13. Hybrid and cloud infrastructure architecture, workload placement, migration methodologies, integration, coexistence and decommissioning of legacy infrastructure.
14. Disaster recovery and business continuity principles and practices, including recovery strategies, recovery objectives, backup and restoration, testing, and recovery of on-premises, cloud, and vendor-hosted environments.
15. Identity and access infrastructure, including directory services, federation, authentication, multi-factor authentication, privileged access, and identity lifecycle management.
16. Infrastructure availability, resilience, capacity planning, performance management, monitoring, and operational continuity principles and practices.
17. Policies, procedures, standards, and applicable federal, state, and local laws and regulations related to information technology, information security, privacy, accessibility, procurement, contracts, and operations.

Skill in:

1. Leadership, supervisory and managerial principles and practices, including selection, training, evaluating and discipline.
2. Planning, organizing and directing the day-to-day activities, services, and operations of infrastructure engineering and operations staff and services.
3. Establishing service priorities, operational procedures, service standards, staffing levels, and performance measures for infrastructure engineering and operations; analyzing operational data to identify trends, improve service delivery, allocate resources, and recommend changes to staffing, processes, and technology.
4. Analyzing complex technical and operational problems, interpreting data and information, evaluating alternatives, exercising sound judgment and decision-making, and implementing effective solutions.
5. Analyzing organizational and infrastructure needs, evaluating technology alternatives, and identifying and recommending effective infrastructure solutions that support District departments, functions, and enterprise technology objectives.
6. Directing and overseeing the design, configuration, implementation, maintenance, troubleshooting, and lifecycle management of enterprise infrastructure technologies, including network, telecommunications, server, storage, data center, and related systems.
7. Researching, evaluating, testing, and recommending new infrastructure technologies, hardware, software, cloud services, and other technology solutions based on operational, security, performance, compatibility, and cost considerations.
8. Planning, implementing, and managing infrastructure and technology projects, including establishing priorities, developing project plans and schedules, allocating resources, coordinating cross-functional teams, managing vendors and project personnel, monitoring progress, and resolving issues.
9. Planning and directing migration and transition of enterprise workloads and infrastructure services among on-premises, cloud, and vendor-hosted environments, including sequencing, testing, coexistence, rollback, validation, and decommissioning activities.
10. Managing cloud consumption, resource utilization, and costs against budget; analyzing usage trends and identifying opportunities for optimization and cost control.
11. Directing the implementation and maintenance of infrastructure security controls, security standards, system hardening, vulnerability remediation, logging and monitoring, network segmentation, and privileged access controls.
12. Managing vendor relationships, service-level agreements, contracts, procurement activities, service performance, vendor deliverables, and escalation of service issues.
13. Developing, administering, monitoring, and forecasting infrastructure engineering and operations budgets and allocating resources to meet operational, service delivery, and technology objectives.
14. Leading organizational and technological change, including developing transition plans, communicating changes to affected stakeholders, managing operational impacts, coordinating implementation, and supporting adoption of new technologies and processes.
15. Coordinating across organizational and technology units to ensure that interdependent infrastructure and technology services are planned, implemented, and delivered effectively without gaps in service or accountability.
16. Establishing and maintaining effective working relationships with administrators, faculty, staff, students, vendors, and other internal and external contacts.
17. Communicating clearly and concisely, both orally and in writing; exercising sound independent judgment and initiative; mediating difficult situations; and managing multiple priorities in a dynamic technology environment.

18. Interpreting, applying, and explaining applicable laws, regulations, policies, procedures, standards, and technical practices; preparing and maintaining reports, policies, procedures, project documentation, operational records, and other related materials.
19. Exercising sound independent judgment and initiative, managing multiple priorities, and making timely decisions in a dynamic technology environment.
20. Providing technical consultation and guidance to District departments, management, users, vendors, and technical staff regarding infrastructure architecture, technology solutions, complex technical issues, service delivery, and emerging infrastructure technologies.
21. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, age, cultural, physical or mental disability, medical condition, gender, gender expression, gender identity, sex, sexual orientation, nationality, race, and ethnic backgrounds of community college students, faculty, and staff.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens, noise and electrical energy; periodic work in a data center environment with low temperatures and high decibel levels; and extensive contact with faculty and staff.

Physical Conditions:

Essential and marginal functions require mental and physical fitness to perform necessary job functions with or without accommodations such as extensive use of computer keyboard, sitting or standing for extended periods of time, the ability to lift and carry computer related equipment, and visual acuity for creating computer-generated work and to read printed materials. Position requires travel to District and other locations. Occasional evening, weekend and holiday hours are required to support scheduled maintenance and incident response.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.