

Hernando County School Board
Florida

FLSA: Exempt, Non-Union

<u>DISTRICT SENIOR TELECOMMUNICATION & INFRASTRUCTURE ANALYST</u>
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Required Qualifications:

- Associate Degree in Information Technology, Computer Science, Telecommunications, or a related field or a high school diploma and five (5) years of progressively responsible experience in information technology/networking related field.
- Significant experience managing enterprise-level telecommunications and IT infrastructure.
- Strong knowledge of:
 - VoIP and unified communications platforms
 - Virtualized server environments
 - Storage, backup, and disaster recovery systems
 - On-premises and cloud/hybrid infrastructures
- Experience working in a multi-site environment.
- Demonstrated project management and vendor management experience.
- Valid Florida driver's license.

Desired Qualifications:

- Experience in a K-12 school district or public-sector environment.
- Knowledge of E-Rate, school safety requirements, and instructional technology dependencies.
- Relevant certifications (e.g., Microsoft, VMware, and cloud platforms).
- Supervisory or team leadership experience.
- Familiarity with student data systems and educational technology ecosystems.

Performance Responsibilities:

District Telecommunications Services

- Plan, manage, and support district-wide telecommunications systems, including:
 - VoIP and unified communications platforms
 - Classroom, front office, and administrative phone systems
 - Emergency communications and E911 services
 - Maintain reliable voice and communication services for schools, including attendance offices, nurses, and safety-critical locations.
 - Coordinate telecom services across multiple campuses and facilities.
 - Manage vendor relationships, contracts, billing, and service-level agreements.

- Ensure proper call flow, redundancy, quality of service (QoS), and disaster recovery for voice services.
- Support communication needs for testing windows, emergencies, and district-wide events.

Infrastructure & Data Center Operations

- Design, implement, and maintain district IT infrastructure, including:
 - Physical and virtual servers
 - Storage systems and backups
 - Switching, cabling (copper and fiber) and routing
 - Data center and co-location environments
 - Cloud and hybrid infrastructure services
 - Oversee system availability to support:
 - Student Information Systems (SIS)
 - Learning Management Systems (LMS)
 - Assessment platforms
 - Financial and HR systems (ERP)
 - Coordinate infrastructure dependencies with network and cybersecurity teams.
 - Lead infrastructure refresh cycles and capacity planning aligned with district growth and instructional initiatives.
 - Maintain accurate system documentation, diagrams, and recovery procedures.

Security, Safety, and Compliance

- Implement and maintain security best practices for telecom and infrastructure systems.
- Support district cybersecurity initiatives related to voice systems, servers, and core infrastructure.
- Ensure compliance with district policies, state guidelines, E-Rate requirements, and applicable regulations.
- Maintain disaster recovery and business continuity plans to ensure instructional and operational continuity.
- Support school and district emergency preparedness through reliable communication infrastructure.

Leadership, Planning, and Collaboration

- Provide technical leadership to telecom and infrastructure staff and oversee managed service providers as applicable.
- Collaborate with:
 - Instructional Technology
 - School administrators and clerical staff
 - Curriculum and assessment teams
 - Safety, facilities, and district leadership

- Lead district-wide projects such as phone system upgrades, data center modernization, or cloud migrations.
- Develop and manage budgets, long-range technology plans, and lifecycle replacement strategies.
- Communicate system status, risks, and strategic recommendations clearly to district leadership and the Director of Technology and Information Services.
- Work closely with the Director of Technology and Information Services and designees to strategically plan and implement long range technology and infrastructure plans and replacement strategies.
- Perform other duties as assigned by the Director of Technology and Information Services and/or designee.

Physical Demands:

Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force regularly or as needed to move objects.

Reports to:

Reports directly to the Director of Technology & Information Services and/or designee.

Evaluation:

Annual evaluation done by Director of Technology & Information Services and/or designee.

Terms of Employment:

12-month employment.

Salary:

Salary based upon approved salary schedule - Professional/Technical/Supervisory Category E.

Job Code:

Board Approved: