

Rocklin Unified School District

2615 Sierra Meadows Drive, Rocklin, CA 95677
(916) 624-2428 / www.rocklinusd.org



Job Description

POSITION TITLE: Technology Operations Engineer

SALARY PLACEMENT: Rocklin Administrative Professional Association (RAPA)
Administrative Salary Schedule

SUMMARY:

Under the general direction of the Chief Technology Officer, the Technology Operations Engineer performs advanced technical and operational duties essential to the continuous functioning of district-wide technology services. This position encompasses comprehensive systems administration, infrastructure management, systems integration, automation, and capacity-building functions, serving as the operational and technical backbone for district operations.

The Technology Operations Engineer manages and supports enterprise systems, cloud and on-premises infrastructure, endpoint devices, identity systems, and system-to-system integrations. This role works in close partnership with the Chief Technology Officer and the Systems Engineering Team to build internal team capacity, strengthen operational resilience, and ensure the reliability, security, and scalability of systems that directly support instruction, business operations, facilities, and district services.

This position serves as a critical bridge between daily operations and higher-level systems engineering, ensuring that the Technology Services team can successfully support increasingly complex, integrated, and mission-critical systems. The role emphasizes operational excellence, systems reliability, and integration while supporting (but not owning) data infrastructure, automation, and analytics workflows.

SUPERVISOR:

This position reports to the Chief Technology Officer.

DISTINGUISHING CHARACTERISTICS

This position is distinguished from entry-level or mid-level technical roles in that it:

- Exercises greater independent judgment and system-level responsibility across enterprise infrastructure and operations
- Assumes comprehensive systems engineering, integration, and automation responsibilities
- Supports district-wide systems integration and infrastructure reliability—not just maintenance
- Plays a key role in mentoring staff and building organizational capacity
- Holds operational responsibility for systems whose failure would materially impact district operations
- Manages infrastructure, enterprise platforms, endpoints, and system integrations while supporting (but not owning) data infrastructure and analytics

ESSENTIAL DUTIES AND RESPONSIBILITIES: The essential duties and responsibilities for this position include, but are not limited to, the following:

CORE SYSTEMS ADMINISTRATION (CONTINUED TSA RESPONSIBILITIES)

1. In conjunction with the Systems Engineer - Programming and Data Emphasis, oversees the installation, modification, expansion, and maintenance of district network, server, and cloud systems and associated software.
2. Maintains a reliable, high-performance technology environment consisting of both on-premises and cloud-based systems.
3. Administers enterprise platforms including Google Workspace, Microsoft 365, Intune, MDM systems (JAMF, Mosyle), and district web platforms.
4. Manages district-wide VOIP and communications systems.
5. Ensures accurate inventory, lifecycle management, and asset tracking of technology equipment.

6. Supervises site-based technology staff and help desk operations, including escalation, training, and service quality.
7. Coordinates support for instructional technology and online curriculum platforms.
8. Ensures content filtering and monitoring tools comply with state and federal regulations.
9. Monitors system performance, availability, and capacity using enterprise monitoring tools and dashboards.

ADVANCED SYSTEMS ENGINEERING & INTEGRATION RESPONSIBILITIES

10. Responsible for systems integration, automation, and API-based workflows that support district operations and instructional systems.
11. Designs, implements, and maintains system-to-system integrations between SIS, HR, finance, assessment, and third-party platforms.
12. Works with Systems Engineers to implement, document, and operationalize complex integrations supporting business operations and student information systems.
13. Supports identity management, access controls, and service account configurations required for integrated systems.
14. In conjunction with the Systems Engineer - Programming and Data Emphasis, develops and maintains API integrations and web services (REST, SOAP) to enable cross-platform data exchange and automation.
15. Manages vendor integrations (e.g., One-Roster, Clever) and data exchange standards to ensure interoperability between district systems.
16. Implements automation scripts and workflows to reduce manual processes and improve operational efficiency.

DATABASE & DATA INFRASTRUCTURE SUPPORT

17. Supports (but does not own) database infrastructure by coordinating with Systems Engineering and Analytics teams on database performance, availability, and integration requirements.
18. Assists in database connectivity, integration points, and system access for applications that rely on district data systems.
19. Troubleshoots integration and connectivity issues between applications and databases in coordination with technical teams.
20. Supports data pipeline operations to ensure reliable flow of data between systems for operational and analytics purposes.
21. Implements and maintains backup procedures for systems and databases in coordination with Systems Engineering.

SECURITY, RELIABILITY, AND CONTINUITY

22. In coordination with Systems Engineering, implements and supports cybersecurity practices, including endpoint security, identity protection, monitoring, and incident response coordination.
23. Administers security protocols for systems and integrated platforms, including access control, password policies, encryption, and adherence to privacy laws such as FERPA and CIPA.
24. Implements disaster recovery and backup procedures for infrastructure, systems, and data in coordination with Systems Engineering.
25. Monitors system performance, availability, and capacity using enterprise monitoring tools and dashboards.
26. Coordinates recovery efforts during outages or system incidents in partnership with the Systems Engineering team.

FACILITIES, IOT, AND CROSS-DEPARTMENT INTEGRATION

27. Partners with Facilities, Maintenance, and Operations (FMO) to support and integrate technology systems such as cameras, access control, IoT devices, and environmental controls.
28. In coordination with the CTO, supports planning and execution of technology components within the District Facilities Master Plan.
29. Ensures operational technology systems remain secure, reliable, and integrated with district infrastructure in coordination with Systems Engineering.

CAPACITY BUILDING AND LEADERSHIP

30. Works directly with the Chief Technology Officer to build team capacity, identify skill gaps, and develop internal expertise.
31. Mentors Technology Services staff on systems administration, integration practices, automation, and troubleshooting.
32. Develops and maintains comprehensive documentation, standards, and operational procedures to reduce reliance on single points of failure.
33. Provides technical guidance and recommendations to district leadership on infrastructure, systems operations, and integration initiatives.

OTHER DUTIES

34. Attends professional development activities to remain current on emerging technologies and best practices.
35. Performs other related duties as assigned in support of district operations and strategic initiatives

KNOWLEDGE:

- Enterprise systems administration, operations, and integration
- Networking technologies, protocols, and infrastructure (switches, routers, wireless, VoIP)
- Cloud platforms and services (Google Workspace, Microsoft 365, Azure, AWS, Google Cloud Platform)
- API-based system integration and data exchange (REST, SOAP)
- Identity and access management systems (Active Directory, Azure AD, Google Admin)
- Mobile device management platforms (JAMF, Mosyle, Intune)
- Endpoint management and security
- Systems monitoring, alerting, and performance management
- Backup, disaster recovery, and business continuity planning
- Cybersecurity operational practices and compliance requirements (FERPA, CIPA)
- IT service management principles (ITIL)
- Data integration concepts and interoperability standards (One-Roster, Clever, SIF)
- Working knowledge of database connectivity and integration points
- Data privacy regulations and security protocols

ABILITY TO:

The following personal characteristics and skills are important for the successful performance of assigned duties:

- Operate, configure, and troubleshoot enterprise systems, networks, servers, endpoint devices, and cloud infrastructure in a complex, multi-site organization.
- Design, implement, and maintain system-to-system integrations, API workflows, and automation solutions to support business operations and student information systems.
- Manage enterprise platforms including Google Workspace, Microsoft 365, Azure, AWS, identity systems, and mobile device management.
- Resolve advanced and escalated hardware, software, network, and systems integration issues with minimal supervision.
- Support database connectivity and integration requirements in coordination with technical teams and vendors.
- Develop and maintain API integrations and automation scripts using PowerShell, Python, or similar languages to improve operational efficiency.
- Implement and support district-wide platforms, services, and system integrations, applying sound technical judgment and best practices.
- Train and support faculty, staff, and technical personnel in the effective use of enterprise hardware and software systems.
- Coordinate effectively with vendors and vendor support in the evaluation, deployment, and ongoing support of district technology systems.
- Prioritize and manage multiple concurrent operational responsibilities and projects, meeting timelines and service expectations.
- Perform complex troubleshooting and system recovery activities, including secure data handling and equipment lifecycle management.
- Develop, maintain, and enforce installation, configuration, and operational documentation for assigned systems and services.

- Administer and maintain endpoint and mobile device management platforms, including JAMF, Mosyle, Microsoft Intune, and Google Workspace.
- Work independently, exercise sound professional judgment, and respond to after-hours and emergency situations as required.
- Analyze and evaluate the needs of users and develop effective technical solutions to meet those needs.
- Read, interpret, and apply complex technical information.
- Learn and apply emerging technologies and applications within a reasonable timeframe.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of students, staff, and the broader community.
- Perform other related duties as assigned in support of district operations, continuity of services, and strategic technology initiatives.

EDUCATION:

Bachelor’s Degree in related field preferred or any combination of experience and education which would provide required knowledge and abilities to qualify

EXPERIENCE/TRAINING:

Five or more years of progressively responsible experience in enterprise technology systems administration, infrastructure operations, and systems integration within a complex, multi-site environment, including:

- Experience administering enterprise systems, networks, servers, and cloud infrastructure (Google Workspace, Microsoft 365, Azure, AWS, Google Cloud Platform)
- Experience managing endpoint and mobile device management (MDM) platforms such as JAMF, Mosyle, Microsoft Intune, or similar tools, including device lifecycle and security policy enforcement
- Experience designing and implementing system-to-system integrations and API workflows to connect business applications and student information systems
- Experience with automation and scripting using PowerShell, Python, Bash, or similar tools to improve operational efficiency
- Experience supporting identity and access management systems (Active Directory, Azure AD, Google Admin)
- Experience with networking technologies, VoIP systems, and infrastructure management
- Experience supporting (but not necessarily administering) database connectivity, integration points, and data workflows in coordination with technical teams
- Experience collaborating with vendors and internal technical teams on system deployments, integrations, documentation, and issue resolution
- Experience in a public sector or K-12 environment is preferred

CERTIFICATES, LICENSE, REGISTRATIONS:

Valid California Driver’s License.

Required:

- Ability to obtain and maintain administrator-level certifications aligned to district platforms and enterprise systems, such as Google Workspace Administrator, Microsoft 365 Administrator, or equivalent credentials, within a reasonable period of appointment.

Optional (Senior-Level / Engineering-Adjacent):

- Certifications or demonstrated experience related to systems integration, cloud platforms, and infrastructure operations, such as:
 - Microsoft Azure (Administrator or Associate-level)
 - AWS Cloud Practitioner or Associate-level certifications
 - Security-focused certifications applicable to operational environments

Additional Consideration:

- Experience or certification related to automation, scripting, APIs, data integrations, or modern infrastructure management may be considered in lieu of specific vendor certifications.

Certification expectations for this position reflect its senior-level, integration-focused scope and differ from entry- or mid-level Technology Systems Administrator roles, which emphasize platform operation and support rather than system integration and engineering responsibilities.

Substantial, relevant professional experience in enterprise systems administration, systems integration, cloud platforms, automation, or data integration may be considered in lieu of specific certifications. The District recognizes equivalent hands-on experience, demonstrated technical competency, and successful delivery of complex systems projects as acceptable alternatives to formal certification.

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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit, stand, walk, use hands, and reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Medical Category I:

1. Position requires normal physical strength and endurance for standing, sitting, bending, or walking.
2. Work assignments are normally located in a work environment with light physical work and requires light physical effort.
3. Lifting 50 pounds maximum or carrying any object weighing over 25 pounds.

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.

While performing the duties of this job, the employee frequently works in indoor environmental conditions. The employee is occasionally exposed to video display and occasionally works evenings and on weekends. The employee occasionally uses a personal vehicle for work-related travel. The noise level in the work environment is usually moderate.

Adopted: April 22, 2026

The Rocklin Unified School District is committed to equal opportunity for all individuals. District programs, activities and services shall be free from unlawful discrimination, harassment, intimidation, and/or bullying based on actual or perceived characteristics of race, color, ancestry, nationality, immigration status, age, ethnicity, religion, marital status, medical information, mental or physical disability, sex, sexual orientation, gender, gender identity, gender expression, genetic information, or any other legally protected status or association with a person or group with one or more of these actual or perceived characteristics. For inquiries/complaints, contact our Director of Secondary School Programs or Director of Personnel Services at (916) 624-2428 or by email at titleixcoordinator@rocklinusd.org.

The Rocklin Unified School District maintains a tobacco-free, drug-free environment.