



## **Infrastructure and Operations Lead**

Located in Calgary, Foundations for the Future Charter Academy (FFCA) is the largest public charter school in Alberta, soon to be serving over 4000 students in eight campuses throughout the city. We offer educational programming through a Distinctive Teaching and Learning Framework developed within the Alberta context for students from Kindergarten to Grade 12. Our mission is to provide a safe and caring environment where the four pillars of our charter: academic excellence, character development, parental involvement, and staff leadership are valued and fostered.

### **Position Summary**

The Infrastructure and Operations Coordinator is responsible for overseeing operations, maintenance, and development of on premise and cloud-based infrastructure elements for Foundations for the Future Charter Academy. The Infrastructure and Operations Coordinator reports to the Director of Technology and works closely as a member of the Learning and Information Technology team, along with instructional staff, campus administrators, vendors, and contractors to ensure optimal performance, security, and reliability of the school division's technology infrastructure.

### **Responsibilities**

- Manage and support technology infrastructure in support of organizational goals and objectives, including:
  - Network infrastructure (switches, routers, firewalls, wireless access points, VPN and WAN);
  - Server infrastructure (physical/virtual servers, Active Directory, storage, backup, recovery)
  - Cloud-based infrastructure (Microsoft 365, Google Workspace and Azure (Entra, Endpoint Manager, Microsoft Defender)
- Coordinate and supervise campus operations, maintenance, and development activities, including troubleshooting, repairs, upgrades, installations, etc.
- Provide oversight and guidance on campus operations, documentation, policies, processes and procedures
- Provide technical guidance and support to the LIT team, campus administrators, staff and students on technology infrastructure-related issues and requests
- Provide guidance in the evaluation, integration and sustainable adoption of educational technology solutions into infrastructure
- Develop and implement infrastructure policies, standards, procedures, and best practices, including security, compliance, disaster recovery and business continuity
- Identify and develop opportunities for IT infrastructure automation
- In conjunction with DOT, develop and maintain multi-layered security infrastructure, respond to cyber-security threats and incidents, and continually update security infrastructure as new threats emerge
- In conjunction with DOT, plan and execute infrastructure and operations improvement projects
- Create and maintain a standardized list of hardware, software and technology services available to campuses

- Maintain infrastructure documentation
- Prepare regular status reports on the infrastructure effectiveness and performance to stakeholders
- Research and evaluate new and emerging technologies and solutions to improve efficiency and effectiveness of infrastructure

### **Desired Education and Training**

- Post-Secondary education in Computer Science, Information Systems, or related field
- 5-7 years of experience in infrastructure and operations management, preferably in an educational setting

### **Desired Knowledge and Skills**

- Strong knowledge and skills in network, server, systems administration, cloud technologies and platforms, including HP/Aruba, VMWare, Network Appliance, Active Directory, Azure, Microsoft 365, and Google Workspace
- Demonstrable knowledge of Project Management and ITIL Service Management frameworks
- Proven ability to work independently and collaboratively with a diverse team of stakeholders
- Demonstrable experience in active problem-solving and clear initiative improving technology infrastructure
- Ability to prioritize and manage multiple tasks and projects
- Demonstrable knowledge of Enterprise Architecture (EA) frameworks will be considered an asset

### **Application Details:**

Interested candidates are asked to e-mail a cover letter, resume and three reference names/contact information to [chloe.graveline@ffca-calgary.com](mailto:chloe.graveline@ffca-calgary.com).

**Closing Date:** This position will remain open until a suitable candidate is found.

*We thank you for your interest in FFCA but only short-listed candidates will be contacted.*