

## MOBILE DEVICE MANAGEMENT ADMINISTRATOR

### DEFINITION

Plans, coordinates, and directs the configuration, implementation, and on-going support activities of Mobile Device Management (MDM) server components, including the configuration of hardware and software, the deployment of mobile devices, mobile applications, security policies and procedures, and District mobile technology upgrades.

### TYPICAL DUTIES

Plans, organizes, directs, and coordinates all activities related to the management, configuration, implementation, and support of the MDM application servers, software components, mobile devices, and mobile device management systems.

Leads the design and development of the MDM environment.

Confers with vendors and District departments to integrate the identity management system and define security protocols for mobile devices and the MDM application server.

Controls and protects data and security configuration settings for all mobile devices in the District.

Confers with the Office of Curriculum, Instruction and School Support to manage the installation of authorized third-party applications.

Coordinates the activities associated with mobile application development and directs the deployment of enterprise mobile application.

Coordinates activities with District executives, division administrators, and other District employees to evaluate and discuss the needs for new and/or modified application systems and makes recommendations to the Chief Information Officer.

Develops and advises division administrators on internal policies, procedures, and programs to improve the efficacy of the Mobile Device Management System.

Prepares and presents concepts and business case proposals and makes recommendations to division Executive Management for decision-making.

Meets with vendor representatives to evaluate products and services.

Confers with and makes presentations to special committees, District representatives, and vendors regarding identified needs, proposed solutions, business strategies, and project status.

Develops and manages workflow strategies for successful implementation and integration of new mobile devices and technologies.

Reviews and participates in the development of technical specifications and the negotiation, administration, and evaluation of contracts for equipment and services.

Evaluates staff performance and conducts progressive discipline when necessary.

Performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The Mobile Device Management Administrator directs and coordinates all aspects of MDM deployments and enterprise mobile application implementation and is responsible for the operations of the LAUSD's Mobile Device Management (MDM) unit.

A Mobile Device Management Specialist plans and coordinates the configuration, implementation, and administration of LAUSD's Mobile Device Management (MDM) application server software, including the installation of security profiles, mobile applications, and configurations for successful mobile device deployment and support.

## SUPERVISION

The Mobile Device Management Administrator receives general direction from a higher-level administrator, and provides supervision over Mobile Device Management Specialists and other lower-level staff.

## CLASS QUALIFICATIONS

### Knowledge of:

- MDM system architecture including MDM gateway server, MDM device management server, MDM enrollment server and databases
- JAVA, Cold fusion, and SQL
- Application level security administration
- Installing and configuring web applications, web servers and in depth understanding of web technologies
- Installation and configuration of Internet servers such as apache and IIS
- Application configuration server for fault tolerance, including plastering, load balance and distributed content caching
- Web standards, LAN, WAN, WLAN terminology and Internet protocols such as DNS, DHCP, FTP, HTTP, SSL, and TCP/IP
- MDM standards including open mobile alliance device management (OMA DM)
- IKEv2 Mobility and Multihoming (MOBIKE) protocol
- Software Component Management Object (SCOMO)
- Active directory domain service, MDM software distribution, certificate services, exchange servers and domain controllers and single sign on systems
- Project Management and project planning
- Principles of business decision-making and group dynamics
- Mobile device management architecture and mobile device lifecycle
- Software applications for mobile devices, productivity and security software
- Data management, configuration, and security settings for mobile devices including computers, smart phones, and tablets
- Research and best practices related to mobile technology support
- Technology proposals and evaluation criteria for the acquisition of new technologies and services
- RFP development for mobile devices and MDM systems for a large educational institution
- Customer Service best practices and the measurement (metrics) of those practices

### Ability to:

- Exercise strong problem solving and analytical skills
- Install, configure, and manage the components of MDM software including MDM system architecture, MDM gateway server, and MDM device management server
- Apply patches and upgrades as necessary
- Analyze, integrate, and manage the components of mobile applications involving diverse systems and platforms
- Set up monitoring tools
- Plan, schedule, and direct the operations of the mobile device management unit
- Delegate to subordinates and evaluate operational effectiveness
- Recommend data-driven business process solutions
- Communicate effectively orally and in writing
- Develop and explain recommendations and decisions
- Plan, organize, track, and coordinate work to meet deadlines
- Exercise discretion in the dissemination of information
- Supervise, train, and evaluate subordinates

Analyze, integrate, and manage the components of MDM software applications involving diverse systems and platforms  
Develop support strategies, knowledge base systems, and best practices related to the support of mobile technologies  
Execute IT process improvement and initiatives aimed at reducing cost and improving operational efficiency in a technology environment

## ENTRANCE QUALIFICATIONS

### Education:

Graduation from a recognized college or university with a bachelor's degree in Business, Information Systems, Computer Science or a closely related field. Certification in Project Management Professional (PMP) is preferable.

### Experience:

Four years of server management and support experience that includes domain controllers, IIS, DNS, DHCP, apache and SQL. One year of experience in the design, implementation, integration, and management of MDM server components. The aforementioned experience must have included managing a server of 5000 users or more. Supervisory or project management experience is preferable.

### Special:

A valid California Driver License  
Use of an automobile

## SPECIAL NOTE

An employee in this class may be subject to the reporting requirements of the District Conflict of Interest Code.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

New Class  
03-20-13  
PJO