

MOBILE DEVICE MANAGEMENT SPECIALIST

DEFINITION

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

TYPICAL DUTIES

Configures, implements, installs, and supports the MDM application servers, mobile device profiles, security policies, mobile applications, and other MDM components.

Installs, configures and supports the identity management components of the MDM application server software.

Identifies, installs, and integrates authorized third party applications on all mobile devices.

Collaborates in the development of MDM server infrastructure and operational designs.

Supports mobile device deployment teams throughout project or mobile device deployments.

Proposes security policies and process changes for the MDM application server management systems.

Evaluates the effects of new mobile applications on existing mobile devices, school network and/or wide-area network and makes recommendations for setting configurations as required.

Coordinates the creation of email accounts, mobile application purchase accounts, device sync accounts, and other accounts necessary for successful mobile technology deployments and utility.

Provides technical support, assistance, and consultation to faculty, staff and/or lower-level consultants.

Consults with technical, managerial, school staff, and end users and recommends solutions to problems affecting MDM or mobile device operations.

Prepares and shares necessary information with cross-functional units for the successful implementation of mobile deployments.

Monitors the implementation of Mobile Device Management systems to insure that program requirements, milestones, documentation, and schedules are met.

Develops and recommends best practices for the deployment and management of mobile devices, mobile applications, textbooks, and other instructional related materials.

Collaborates in the development of training materials, workflows, and support documentation of mobile technologies.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

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.

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.

SUPERVISION

A Mobile Device Management Specialist receives general direction from the Mobile Device Administrator. Technical supervision is exercised over District standards, procedures, methods, and materials related to Mobile Device Management. May supervise lower-level personnel.

CLASS QUALIFICATIONS

Knowledge of:

- Mobile device management systems and mobile device lifecycle
- Software applications and operating systems for mobile devices
- Productivity software and security applications
- Mobile and security profiles for mobile devices, including computers, smart phones, and tablets
- Computer hardware, peripheral equipment, and thin clients
- 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, domain controllers and single sign on systems
- Basics of database design concepts
- Research and best practices related to technology support

Ability to:

- Install, configure, and manage the components of MDM server software
- Apply patches and upgrades as necessary
- Monitor and analyze mobile application traffic
- Set up monitoring tools
- Remain customer focused, listen and communicate effectively with customers
- Work independently, exercise initiative, tact and good judgment
- Express difficult and complex concepts clearly and concisely in writing and orally
- Analyze data and determine the necessary action to resolve problems
- Utilize software tools to troubleshoot and diagnose complex issues
- Multi-task and function in a fast-paced environment with frequent changes and multiple deadlines
- Capture new technology concepts and demonstrate effective communication
- Work with cross-functional teams to ensure stability of all supported platforms
- Exercise strong problem solving and analytical skills
- Review, analyze, and prepare recommendations in IT processes, methods, and procedures

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. Additional qualifying experience beyond that required may be substituted for the required education on a year-to-year basis provided that graduation from high school or evidence of equivalent educational proficiency is met. Certification in MCSE, MCITP, or other IT Professional certification is preferable.

Experience:

Three years of experience in the integration and management of windows application servers and the installation, configuration, and support of applications and devices. Two years of the above experience must have been in managing a server of at least 1500 users or more.

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
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