

Network Services Manager

DEFINITION

Under the direct supervision of the Chief Technology Officer, manages the operations of the District network infrastructure, including WAN and LAN equipment, wireless, video distribution systems, servers and services for District users; supervises technology personnel in tracking and repairing technology issues at all school sites; manages strategic network systems planning processes, ensuring that all systems adhere to appropriate security and disaster recovery regulations; and performs other related duties as assigned and/or required.

ESSENTIAL DUTIES

- assists the Chief Technology Officer in promoting effectiveness and efficiency by defining, delivering and supporting strategic plans for implementing information technologies in support of classroom instruction, business, and administrative services
- Evaluates core IT infrastructure technologies deployed throughout the District and develops long-time support and replacement strategies. Recommends "best practices" techniques in software, network, and project implementation methods to ensure that the department is able to keep pace with day-to-day and future needs.
- maintains clear communication with departmental managers to understand, anticipate, and deploy infrastructure enhancements for long-term stability, availability, and success
- completes technology projects by coordinating resources and timetables with user departments and directing the design, development, and maintenance of network systems
- performs and assigns project management and ongoing support tasks to ensure the successful implementation of voice, video, and data network technologies and topologies throughout their life cycles
- preserves information system assets and data integrity by implementing disaster recovery and backup procedures, and information security and control structures
- coordinates activities with the appropriate voice and data support personnel and agencies, the interconnection of all systems and devices connected to the District's voice, video, and data networks
- maintains up-to-date technology inventory including software licenses and all hardware
- supervises, develops, and implements efficient support services for computer repair, network installation, desktop support, network integration and maintenance, and telephone and media delivery
- maintains standards of security to ensure the safety of all systems and data, effective procedures in setting up system-wide user accounts and the access rights to each user or group is provided
- ensures that ongoing support systems for the District's servers and network operating systems are maintained through application of necessary patches, upgrades, and new operating systems, technology staff manages and monitors the District's WAN connections
- maintains the security of the District's servers and data from virus and other electronic intrusions
- promotes high productivity of technology staff by communicating job expectations; monitors and appraises job performance; provides training and growth opportunities where appropriate
- works collaboratively with department directors, other administrators, and professionals district-wide as well as with outside agencies to facilitate information technology design and problem solving
- establishes and maintains effective working relationships with a variety of groups, including teachers, students, administrators, co-workers, vendors, consultants, and others as required

QUALIFICATIONS

Knowledge of: Principles, practices, and support of network systems, including switching and routing fundamentals, multi-NOS environments, OSI-based troubleshooting, and operation of standard network and server diagnostic software; wide area networks including switch and router operating systems, CLI-based access and management of infrastructure communication equipment; common web service platforms and the ability to deploy and troubleshoot web servers, web sites, and other communication tools; principles of virtualization, data center management, service consolidation, and server deployment; the capabilities, capacities, and limitations of computers and various operating systems such as Windows Server 2003, Windows XP, Novell Netware, and Linux; implementation and support strategies for SAN, NAS, and other storage and disaster recovery-related resources; principles of IP Telephony, standards-based authentication, access and accounting, network traffic prioritization and security; school district organization, activities, and requirements; principles of administration, supervision, and training; student information system software or standard enterprise database application concepts.

Ability to: Support the interoperation of Windows Server, Novell Netware, Mac OS-based servers, and Linux; deploy and support core network services such as DNS, AAA, Proxy, Content Filter, and Web servers; clearly present information orally and in writing; express one's opinion tactfully in spite of disagreement, while simultaneously building credibility and rapport; interpret verbal and non-verbal behavior to develop an accurate understanding of others' needs, values, and opinions; create a cohesive work environment and motivate staff to achieve high performance standards; communicate and explain technology concepts effectively to non-technical staff and management.

PHYSICAL DEMANDS

The physical requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out essential job functions

- will frequently exert 20 to 40 pounds to lift, carry, push, pull, or otherwise move objects
- will sit most of the time, but will walk or stand for brief periods
- must possess the ability to hear and perceive the nature of sound
- must possess visual acuity and depth perception
- must be capable of providing oral information, both in person and over the telephone
- must possess the manual dexterity to operate micro-computers and business-related equipment and to handle and work with various objects and materials

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

EXPERIENCE AND EDUCATION

Experience: Five to seven years of progressively responsible experience in a similar-sized organization in the field of computers and technology management of staff, support, and operations. Must show experience in successful project management and implementation of enterprise network. Experience working in a school district is desirable but not required.

Education: Verification of a High School diploma, a GED certificate, or a higher degree; a Bachelor's degree in Computer Science or Information Technology is preferred. Microsoft Certified Systems Engineer (MCSE), Cisco Certified Network Professional (CCNP), Cisco Network Engineer (CNE), Cisco Certified Network Associate (CCNA), A+ certification or equivalent certifications are desirable.

License Requirement: Verification of the possession of a valid California Motor Vehicle Operator's License.

Condition of Employment: Insurability by the District's liability insurance carrier and must sign acceptable use policy.

07/2010