

# SCHOOL DISTRICT OF ESCAMBIA COUNTY

## JOB DESCRIPTION

### **DIRECTOR II MANAGER I – NETWORK SERVICES**

#### QUALIFICATIONS:

- (1) Bachelor's Degree from an accredited educational institution in Computer Science, Computer Technology, Instructional Technology, Systems Science, Engineering, or related field.
- (2) Minimum of five (5) years successful experience in dealing with technology support in schools and offices and providing network services to multiple sites.
- (3) ~~Current certification from at least one of the following: Master Certified Novell Engineer (CNE), Microsoft Certified Systems Engineer (MCSE) on Windows Server, Registered Communications Distribution Designer (RCDD), or Cisee Certified Network Professional (CCNP).~~
- (3) IT professional certification from at least one vendor from a vendor list maintained by the Director I – Information Technology.
- (4) Qualifications may vary from the above requirements to such a degree as the Superintendent and Board determine is necessary and appropriate to ensure properly qualified personnel in each specialized assignment.

#### KNOWLEDGE, SKILLS AND ABILITIES:

Comprehensive knowledge of data communications systems and industry standard protocols. Extensive knowledge of wide area and local area network design and industry standards in order to optimally configure district-wide computing networks in the most cost effective manner. Extensive knowledge of Microsoft, Novell, Macintosh OS X, and Linux network operating systems to implement and maintain network services at schools and centers. Knowledge to analyze and evaluate the network's system performance and functionality and provide enhancements or corrections. Knowledge of project management practices and tools to facilitate implementation of computing networks. Knowledge of outside plant infrastructure including, but not limited to long-haul fiber and long-range wireless technologies, towers, relays, and design considerations. Communications skills necessary for working with all levels of District administrators, data processing personnel and most other District personnel. Knowledge of Florida Statutes, School Board policies, state and federal regulations and professional standards related to assignment. Ability to use considerable judgment in developing methods or techniques for performing work. Ability to organize and prioritize activities. Ability to communicate effectively, both orally and in writing.

#### REPORTS TO:

Director III – Coordinator – Technology Support Services

#### JOB GOAL

## MANAGER IDIRECTOR II— NETWORK SERVICES (Continued)

To provide leadership in ~~planning, organizing, implementing and monitoring all aspects of Network Services~~ technology services in schools and administrative offices to achieve the district's instructional and administrative goals, mission and strategic aims.

### SUPERVISES:

Analyst – Network Systems  
Specialist I – Network Infrastructure

### PERFORMANCE RESPONSIBILITIES:

#### Service Delivery

- \* (1) ~~Work with appropriate district~~ Manage the development, implementation, and improvement of service support procedures for the efficient delivery of assigned technology services.
- \* (2) ~~Monitor, evaluate, and report on the technology services delivered by assigned personnel to ensure the effective integration of administrative and instructional systems.~~
- \* (2) ~~Using formal and informal channels, continuously apprise Director III— Technology Support of Network Services requirements and plans that the department's performance on problem resolution remains within the parameters set in the department's service level agreements.~~
- \* (3) ~~Ensure efficient use of~~ Monitor and manage the wide area network performance and initiate necessary corrective action.
- \* (4) ~~Monitor, evaluate, and report on the availability and capacity of assigned technology services to ensure high availability of resources.~~
- \* (45) ~~Conduct long-range planning on the specifications, design, and installation of building networks, metropolitan area connectivity, servers, workstations, and software.~~
- \* (5) ~~Collaborate with Director III— Technology Support to design and implement grant applications that address the District Technology and Strategic Plans.~~
- \* (6) ~~Collaborate with the Director III— Technology Support to~~ \* (6) Design, implement, and support district-wide computing networks (including network servers and network communications equipment) throughout the district.
- \* (7) Provide project management for planning, implementing, improving, and maintaining network services for the district.
- \* (8) Efficiently conduct research, collaborate with colleagues, and analyze technically and instructionally complex problems in order to effect solutions.
- \* (9) Analyze and act on data collected through the use of tools and strategies designed to measure customer satisfaction and quality of technology services delivered by the Information Technology department to improve the effectiveness and efficiency of the department.
- \* (7) ~~Assist the Director III— Technology Support in the deployment of effective Web-based strategies that address the communications, public access, service delivery, and instructional functions of the District.~~

## **MANAGER ~~DIRECTOR II~~ - NETWORK SERVICES (Continued)**

- ~~\* (8) Develop procedures for the installation and upgrade of equipment associated with school computing networks and effectively communicate these procedures to other Technology Support staff members.~~
- ~~\* (9) (10) Provide coordination and direction for the installation and maintenance of network equipment for the District.~~
- ~~\* (10) Provide project management for planning, implementing, improving, and maintaining district wide computing networks.~~
- ~~\* (11) Work with appropriate district personnel in the deployment of effective Web-based strategies that address the communications, public access, service delivery, and instructional functions of the district.~~
- ~~\* (12) Work with appropriate district personnel to implement grant applications that address the district's mission and strategic aims.~~
- ~~\* (13) Provide plans for the justification and procurement of hardware and software.~~

### **Inter / Intra-Agency Communication and Delivery**

- ~~\* (14) Assist in the interpretation of programs, philosophy and policies of the District to staff, students and the community.~~
- ~~\* (15) Serve as liaison with the Florida Department of Education for assigned areas of responsibility.~~
- ~~\* (16) Represent the Information Technology Department in local, state, or national meetings and conferences.~~
- ~~\* (17) Interact with parents, outside agencies, businesses and the community to enhance understanding of District initiatives and priorities and to elicit support and assistance.~~
- ~~\* (18) Keep supervisor informed of potential problems or unusual events.~~
- ~~\* (19) Respond to concerns and inquiries in a timely manner.~~
- ~~\* (20) Communicate with vendor technical support to resolve hardware and software problems.~~
- ~~\* (21) Disseminate information and current research to appropriate personnel.~~

### **Professional Growth and Improvement**

- ~~\* (22) Refer to professional journals and other current research to determine appropriate uses of technology applications and networking in education.~~
- ~~\* (23) Maintain expertise in assigned areas to fulfill project goals and objectives.~~
- ~~\* (24) Promote and support professional growth for self and others.~~
- ~~\* (25) Develop annual goals and objectives consistent with and in support of District goals and priorities.~~
- ~~\* (26) Attend training sessions, conferences and workshops to keep abreast of current practices, programs and legal issues.~~
- ~~\* (27) Refer to professional standards and practices to design and maintain efficient local area and wide area networks.~~

### **Systemic Functions**

- ~~\* (28) Supervise assigned personnel, conduct annual performance appraisals and make recommendations for appropriate employment action.~~
- ~~\* (29) Receive objectives for the department and priorities for specific projects from the Director III - Technology Support.~~

## **MANAGER ~~DIRECTOR II~~— NETWORK SERVICES (Continued)**

- \*~~(27)~~<sup>(30)</sup> Work in a proactive and self-directed manner to plan and carry out technical and curricular objectives and priorities of the department and district.
- \* ~~(28)~~<sup>(31)</sup> Prepare or oversee the preparation of all required reports and maintain appropriate records.
- \* ~~(29)~~<sup>(32)</sup> Follow the policies and procedures of the Information Technology Department and all School Board policies, rules and regulations.
- \* ~~(30)~~<sup>(33)</sup> Serve on District, state or community councils or committees as assigned or appropriate.
- \* ~~(31)~~<sup>(34)</sup> Represent, consistently, the District in a positive and professional manner.
- \* ~~(32)~~<sup>(35)</sup> Perform other incidental tasks consistent with the goals and objectives of this position.

### **Leadership and Strategic Orientation**

- \* ~~(33)~~<sup>(36)</sup> Provide leadership and direction for the assigned areas of responsibility.
- \* ~~(34)~~<sup>(37)</sup> Provide leadership and guidance in the development of annual goals and objectives for assigned department or programs.
- \* ~~(35)~~<sup>(38)</sup> Utilize appropriate strategies and problem-solving tools in making decisions concerning planning, utilization of funds and delivering services and evaluation of services provided.
- \* ~~(36)~~<sup>(39)</sup> Assist in implementing the District's goals and strategic commitments.
- \* ~~(37)~~<sup>(40)</sup> Exercise proactive leadership in promoting the goals and mission of the program.
- \* ~~(38)~~<sup>(41)</sup> Provide oversight and direction for cooperative planning with other agencies.
- \* ~~(39)~~<sup>(42)</sup> Set high standards and expectations for self and others.
- \* ~~(40)~~<sup>(43)</sup> Demonstrate initiative in identifying potential problems and take appropriate corrective measures.
- \* ~~(41)~~<sup>(44)</sup> Use appropriate styles and methods to motivate, gain commitment and facilitate task accomplishment.
- \* ~~(42)~~<sup>(45)</sup> Facilitate problem solving by individuals or groups.

### **PHYSICAL REQUIREMENTS:**

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects.

### **TERMS OF EMPLOYMENT:**

Salary and benefits shall be paid consistent with the District's approved compensation plan.

Length of the work year and hours of employment shall be those established by the District.

### **EVALUATION:**

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

### **Job Description Supplement No. 07**

**MANAGER ~~DIRECTOR II~~— NETWORK SERVICES (Continued)**

**\*Essential Performance Responsibilities**

**Professional Salary Schedule – Pay Grade 2**

**Date of Board Approval: August 21, 2001**

**Date of Revision: April 21, 2009**