

JOB DESCRIPTION
San Diego County Office of Education

Manager, Network Services

Purpose Statement

Under administrative direction, the Manager, Network Services manages and provides voice and data network design, performs network analysis and planning, determines equipment requirements, establishes and implements procedures, and supervises and evaluates the performance of assigned staff.

Essential Functions

- Administers on-premises and cloud-hosted systems and servers related to SDCOE and district Local Area Network (LAN) and Wide Area Network (WAN) services (e.g. DNS, DHCP, 802.1x authentication, Windows Active Directory, IP address assignment, voice-over IP, firewall configuration, VPN) to ensure the availability of services to authorized users.
- Attends and represents the County at a variety of meetings (e.g. intra- and inter-district committees, professional organizations, workshops, seminars, etc.) to convey and/or gather information required to perform job functions.
- Communicates with stakeholders regarding system status, service updates, planned outages, unplanned disruptions, and service delivery issues.
- Conducts problem analysis of systems as needed to ensure proper implementation and operation of network systems and updates.
- Coordinates service orders and problem reporting with telecommunication vendors to provide appropriate levels of connectivity for SDCOE and district operations.
- Manages and provides video, voice, and data network design, maintenance, and operations support to SDCOE and county school districts (e.g. migration to new systems, scheduling installations, product research, etc.) to ensure the efficiency of video, voice, and data access and sharing over LANs and WANs.
- Monitors health and usage of critical County and district network infrastructures to project future capacity needs and meet or exceed service-level objectives.
- Oversees the day-to-day technical operations of assigned areas (e.g. cloud, routing, data security, internet connectivity, virtual servers, etc.) to provide a consistent level of customer service to clients.
- Oversees departmental change management procedures to ensure stability of required systems.
- Performs network analysis, design, and planning activities to determine equipment requirements, recommend network hardware and software, and formalize installation/implementation procedures.
- Prepares and presents networking equipment proposals, including instructional capabilities, platform operating systems, and topology to meet SDCOE and district requirements.

- Researches trends, products, equipment, testing, etc. to recommend procedures and/or purchases.
- Reviews and analyzes telecommunications billings to ensure appropriate levels of service, accuracy of billing, and e-rate support.
- Troubleshoots malfunctions of network hardware and/or software applications within the County's LANs and WANs, telephones, and security systems to resolve operational issues and restore services.
- Trains, supervises, and evaluates the performance of assigned staff to enhance team productivity and ensure that project and operational objectives are achieved.

Other Functions

- Performs other related duties as assigned to ensure the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to:

Perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions;

Analyze situations to define issues and draw conclusions;

Utilize pertinent network, application, operating system monitoring and troubleshooting software;

Adhere to safety practices;

Plan and manage projects;

Prepare and maintain accurate records.

KNOWLEDGE of:

Current, legacy and emerging operating systems;

Environments and network protocols;

Router configurations;

Inter/Intranet applications;

Data security, project management, processes and methodology;

Network hardware and software;

ABILITY is required to:

Review and interpret highly technical information, write technical materials, and/or speak persuasively to implement desired actions;

Schedule activities, meetings, and/or events;

Gather, collate, and/or classify data;

Consider several factors when using equipment;
Independently work with others in a wide variety of circumstances;
Work with data utilizing defined but different processes;
Operate equipment using a variety of processes;
Work with a significant diversity of individuals and/or groups;
Work with a variety of data;
Utilize a variety of types of job-related equipment;
Problem solving with data requires independent interpretation of guidelines;
Problem solving with equipment is moderate to significant;
Set priorities;
Establish effective relationships;
Be attentive to detail;
Communicate with diverse groups;
Convey technical information to non-technical audiences;
Work nonstandard hours as needed;
Be available on-call and working extended hours as needed;
Train, supervise, and evaluate assigned staff.

Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods; directing other persons within a department, large work unit, and/or across several small work units; directing the use of budgeted funds within a work unit. Utilization of significant resources from other work units is sometimes required to perform the job's functions. There is a continual opportunity to impact the organization's services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. The job generally requires 75% sitting, 15% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Experience: Five (5) years professional-level experience with voice, video, and data network hardware and software and related operating systems. Two (2) years of supervisory experience in a technical field, including experience providing client support for network and system problem identification and resolution. Formal training and certification in local area networks, relevant computer systems, and networking equipment is highly desirable.

Education: Bachelor's degree in computer science or related field.

Equivalency: A combination of education and experience equivalent to a bachelor's degree in computer science or related field, and five (5) years professional-level experience with voice, video, and data network hardware and software and related operating systems. Two (2) years of supervisory experience in a technical field, including experience providing client support for network and system problem identification and resolution. Formal training in local area networks, relevant computer systems and networking equipment is highly desirable.

Required Testing

N/A

Certificates and Licenses

Valid California Driver's License

Continuing Educ. / Training

N/A

Clearances

Criminal Justice Fingerprint/Background Clearance
Physical exam including drug screen
Tuberculosis Clearance

FLSA State: Exempt

Salary Grade: Classified Management, Grade 044

Personnel Commission Approved: October 19, 2016

Revised: 05/17; 11/19