

Network/Telecommunications Engineer Team Lead

Purpose Statement

The Network/Telecommunications Engineer Team Lead is responsible over the daily operations of the district's network infrastructure ensuring their full functionality and reliability. Also, the Network/Telecommunications Team Lead oversees the Network/Telecommunications Engineers work providing clear vision, direction and planning by coordinating resources and how it impacts the overall environment and organization. The Network/Telecommunications Team Lead should have a sense of urgency, be able to prioritize workload, communicate with professionalism and follow through to ensure that service levels are met and exceeded to meet the core mission of the district.

Essential Functions

- Works with various departments and other technology department teams to ensure coordination of network team and resources to accomplish the needs and support of the district.
- Works with network/telecommunications team and helps plan, organize, and align work priorities to meet and exceed service level objectives.
- Communicates proactively and clearly with various teams within the technology department and the district to ensure follow-through.
- Manages tasks, timelines, and deadlines with assurance to customers.
- Contributes knowledge and expertise of area to technology department leadership to help guide decision making.
- Maintains strict confidentiality of accessible district information resources.
- Assures network security, availability, and integrity.
- Collaborates with network team, technology department leadership and other teams or departments.
- Follows direction of technology department leadership.

Team Lead Focused Functions

- Collaborates with Network/Telecommunications Engineers to envision the direction of the team and lead team meetings with vision centered structure.
- Holds Network/Telecommunications Team accountable for work being done and manages tasks, timelines, and deadlines with assurance to customers.
- Attends and leads meetings with departments to understand needs and coordinates work needed with department and district teams.
- Works with department leadership to periodically revise technology standards to best meet the needs of the district.
- Analyzes the critical nature of various requests and responds by adjusting resources and personnel as needed.
- Researches, recommends, and implements best practices for highest security requirements.
- Architects, plans, designs, and recommends hardware and software purchases for network infrastructure.
- Ensures maximum uptime of network infrastructure and diligently maintains its highest availability by monitoring, prioritizing and actively resolving issues with network downtime.
- Helps develop long-range operational goals for network infrastructure.
- Trains other team members in skills, knowledge, and abilities of their jobs.
- Oversees technical documentation for individual and team use.
- Creates projects and work with members of team and other teams inside and outside of department for completing work.
- Evaluates Network/Telecommunications Team members.
- Backs-up Network/Telecommunications Engineers when needed.

Other Functions

- Leads teams to accomplish tasks, projects and goals of department and district.
- Collaborates with technology department leadership team to periodically revise technology standards to best meet the needs of the district's students and staff.
- Evaluates and responds to special requests for technology and/or support.
- Assists other personnel as may be required for the purpose of supporting them in the completion of their work activities.
- Attends meetings as assigned for the purpose of conveying and/or gathering information required to perform functions.

Job Requirements: Minimum Qualifications

Skills, Knowledge, and Abilities

SKILLS include leading others to ensure a clear understanding of the link between individual job assignments and the core mission and functions of the school district, setting and adjusting work priorities for a variety of technical support staff, reviewing, understanding, and communicating the importance of various data regarding ticket resolution. In addition, perform multiple tasks with the need to upgrade skills to meet changing job requirements.

KNOWLEDGE of Windows Operating Systems and other computer related technologies; computer installation, maintenance and software support to perform computer troubleshooting; routers, switches, hubs, Wireless Access Points (WAP) and other Local Area Network (LAN) devices; Local Area Networks (LAN), Wide Area Networks (WAN), Wireless Local Area Networks (WLAN) and other network related technologies; network protocols, including TCP/IP; Microsoft System Center software; Active Directory and other server related technologies; desktop, laptop and printer installation, configuration, troubleshooting and repair; computer tools and industry best practices. Cross-disciplinary troubleshooting knowledge of applications, server, and network infrastructure. Knowledge and competency of other areas within department to help teams troubleshoot, diagnose, and resolve issues.

ABILITY to lead others is required, including focusing on continuously improving the customer experience, working with various departments, groups, and people to ensure excellent customer service, and resolving conflicting priorities. Ability to communicate effectively with people at all levels of experience and responsibility throughout the district is required. Assist staff with computer operations and software problems; learn and develop new operations, procedures, processes and use of new equipment; articulate technical information to non-technical audiences in person, via written communication and telephone; organize, set priorities and work effectively under pressure; exercise sound judgement, including appropriate handling of confidential matters; to lift up to 50 pounds using proper lifting techniques; work in tight areas; learn continually and keep abreast of technological changes in the field; work independently with minimum supervision.

Responsibility

Responsibilities include working under limited supervision following standardized practices and/or methods; providing information and/or advising others; and utilizing resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services. Maintain regular and punctual attendance.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: generally performed in an indoor office/school environment with frequent interruptions and noise associated with computer equipment, staff and students, and some exposure to risk of injury and/or illness; sitting/standing for prolonged periods; daily walking and moving between work areas; exposure to visual display terminal for prolonged periods; arm, wrist, elbow and hand movements associated with prolonged keyboarding; hand and finger dexterity; tight work areas; regular stooping, heavy lifting, grasping, carrying, bending, twisting, pushing/pulling, reaching and climbing. Must be able to lift up to fifty pounds.

Experience Minimum five (5) years of experience designing, engineering, installing, and maintaining a network or telecommunications environment.
Minimum five (5) years networking experience configuring routers, switches, wireless enterprise Telecommunications systems or systems operations.
Minimum two (2) years experience planning, managing, prioritizing, assigning, and monitoring work to meet objectives of multiple or competing priorities/projects.

Education Associate's degree in technology field and/or holds current industry certifications (e.g., CompTIA A+, Network+, Server+, CCNA, etc.) required.
Bachelor's degree in technology field preferred.
Project Management certification preferred.
Other experience and/or education may be substituted for required experience and/or education.

Required Testing

No pre-employment Proficiency Test is required

Clearances

Criminal Justice Fingerprint/Background Clearance

Certificates/Licenses

None required

Valid Driver's License and Evidence of Insurability

FLSA

Exempt