

**COMPUTER/NETWORK SUPPORT SUPERVISOR,  
INFORMATION TECHNOLOGY SERVICES**

**Reports to:** Manager, Information Technology Services

**Division:** Administrative Services

**Our ideal candidate**

You are an innovative professional with excellent communication skills, and a proven track record of establishing rapport and earning the trust of colleagues and end users because of your attitude and results. You are good with people. You are an excellent problem-solver, highly responsible, and take ownership of all the tasks and responsibilities of the position. You conduct research, communicate effectively and solve problems, or collaborate with other technical colleagues in that pursuit, without jumping to conclusions, or leaving the solutions to others. You mentor and train others, and give credit where it is due. You are solutions-oriented, and inspire others by avoiding micro-managing. You lead by example. You are committed to providing the best service available to the Santa Barbara County Education office, school districts, and the employees supervised by this position.

**General description**

Independently manages the daily operations of the SBCEO network team, providing network and technical support services organization-wide. Responsible for senior-level planning, directing, supervising, and supporting of technology projects, including complex systems and highly technical issues.

**Specific duties and responsibilities**

- Demonstrate and utilize strong communication skills
- Plan, organize, direct, schedule and supervise the activities of the Computer Network Technician staff
- Design, plan, install, configure, monitor, maintain and support office technology systems, including Local and Wide Area Networks (LAN and WAN) wired and wireless, SBCEO Windows domain and servers, workstations and mobile devices, email, Internet, Intranet, and webserver services
- Support, maintain, and troubleshoot office firewalls and network devices  
Perform server systems administration tasks and direct staff in system administration, maintenance, upgrades, and installation of servers
- Provide support for technology projects
- Work with consultants on an as-needed basis regarding evaluation, configuration, and tuning of such devices to continually ensure a reliable, secure, and efficient network environment
- Ensure that office network services, including backups, antivirus protection, and file sharing operate continuously and successfully

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- Manage security and network access, including installing and monitoring approved networking security strategies and practices which ensure that SBCEO private networks are accessible only to authorized users; create or modify user access privileges
- Provide administration support and act as a liaison to outside vendors for other department servers maintained by the department
- Monitor LAN and WAN network performance, capacity, and problems; troubleshoot network issues and coordinate in-house and consultant support of the network; use network management and monitoring tools to optimize network operations
- Document service and maintenance agreements, equipment replacement schedules, passwords and equipment configurations, levels of backups, equipment ordering, timekeeping and billing
- Monitor equipment performance, usage, maintenance agreements and license status
- Monitor electrical power utilization for UPS and generator emergency backup and keep spreadsheet updated
- Stay abreast of current and emerging technologies in networking and communication systems
- Plan for and schedule systematic upgrades and replacement of equipment, as appropriate
- Maximize operational efficiency to reduce costs and maximize productivity
- Resolve interpersonal conflicts
- Lead the team to continually improve customer service
- Write employee performance evaluations
- Establish short-range and long-range plans and objectives
- Budget to manage equipment needs
- Document network in Visio and keep updated with all network changes
- Troubleshoot and resolve complex problems
- Perform other duties as assigned

**Requirements**

**Education:** A combination of training, education, and experience that provides the required knowledge and skill for the responsibilities of this position.

**Experience:** Two years' experience in supervising senior-level technical staff. Three years increasingly responsible experience planning and scheduling complex server, workstation and network technology projects.

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**Knowledge and skills:**

- Strong communication techniques
- Current Windows Domain, LAN/WAN installation, maintenance, operation and programming
- Methods and procedures of operating servers, personal computers, and peripheral equipment
- Methods and procedures related to the configuration and programming of firewalls, routers and switches
- Principles and techniques of systems and network analysis
- Principles and techniques of network and data security
- Troubleshooting strategies and resources
- Track record of positive customer support successes and experiences
- Software maintenance, network performance tuning, and system diagnostic software
- Data communication security and network access protocols (TCP/IP, DHCP, DNS, VPN, SonicWALL, CISCO, and Active Directory)
- Industry-standard word processing, spreadsheet and database program proficiency
- Planning, directing, implementing, maintaining, and troubleshooting wired and wireless networks, physical and virtual servers, and storage area networks

**Abilities**

- Plan, organize, supervise and participate in the installation, maintenance and repair of various network systems including Windows Domain and LAN and WAN (both wired and wireless networks)
- Supervise, troubleshoot, and repair network and system malfunctions
- Organize and participate in network user support activities
- Analyze situations accurately and adopt an effective course of action
- Define problems, collect data and draw conclusions in a variety of situations
- Prioritize, schedule, and coordinate large workloads
- Plan, organize, and manage assigned functions
- Isolate the root cause of a problem, triage to determine whether the matter is urgent or can be addressed on a non-urgent basis
- Communicate effectively both orally and in writing
- Meet schedules and timelines
- Perform individual research, analysis, and evaluations of emerging technologies and security in the areas of networking, servers, personal computers, storage area devices
- Present information effectively to upper management
- Supervise and evaluate performance of assigned personnel
- Maintain good records, prepare reports, and make presentations
- Organize and control work assignments and projects involving multiple components, staff, and partners to achieve goals and objectives with a high degree of accuracy
- Maintain strict confidentiality in all aspects of work

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- Work with vendors to develop an understanding of products
- Field complaints and facilitate resolution
- Work in a calm, tactful, friendly and diplomatic manner, collaborating with others to solve problems
- Work well under pressure and respond appropriately to crisis or emergency situations
- Handle personnel problems with dignity and respect
- Research, study and learn more about technology in order to provide a higher value of service to the office and its user community
- Ensure that all duties are performed correctly and in a timely manner
- Work independently with little need for direction, instruction or supervision
- Ability to climb, crawl, stoop, kneel, crouch, occasionally lift 10 pounds or more. Requires manual dexterity, near visual acuity, speech intelligibility and flexibility. Requires ordinary ambulatory skills to travel to outside offices and locations.

**Licenses and certificates**

Valid California driver's license and automobile insurance coverage required by law, plus a working vehicle available for occasional travel with the standard rate or reimbursement

**Working conditions**

Data processing environment, subject to noise and travel to various sites within the county. Minimal exposure to health and safety risks.

**Salary range 97**

<i>Approved by the Personnel Commission:</i>	June 29, 2006
<i>Revised:</i>	Jan. 24, 2007
<i>Revised:</i>	March 26, 2009
<i>Revised:</i>	Dec. 17, 2015
<i>Revised:</i>	June 23, 2016