

## COLTON JOINT UNIFIED SCHOOL DISTRICT

### CLASS TITLE: NETWORK SERVICES MANAGER

#### BASIC FUNCTION:

Under the direction of the Chief Technology Officer, plan, organize, support and supervise the day-to-day district Information Technology (I.T.) Technical Services staff; manage, organize, and maintain district WAN, LAN and wireless environments; provide project management for infrastructure installations/upgrades and device deployments; implement and maintain network security and performance monitoring systems; consult and advise District personnel on computer and network related issues; supervise and evaluate the performance of assigned staff.

#### REPRESENTATIVE DUTIES:

Supervise and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions. *E*

Monitors, maintains and upgrades the District network to ensure that operating systems are functioning to their fullest potential. *E*

Researches, drafts, and assists in the design of plans for the District's WAN, LAN and wireless, which may carry data, voice, and video communication. *E*

Oversees the development of inter-intra networking services including internet access, e-mail, domain name services, authentication and resource access, IP (internet protocol) addressing, network management and monitoring systems, and network security systems. *E*

Follows State and Federal laws, and District policies and procedures. *E*

Maintain and verifies the installation of the firewalls and other security measures such as the web filtering devices, intrusion prevention systems (IPS), spam filtering, anti-virus systems, e-mail security, virtual private networks, and estimates the cost of specific network projects. *E*

Resolves network communications problems related to remote site equipment, routers, switches, data and telephone lines, servers, and wireless devices. *E*

Maintain lines of communication between, and among, the District, telecommunication companies, county office, internet service providers, third party vendors and equipment manufacturers. *E*

Attends and participates in staff meetings and in-service activities, and attends workshop conferences and classes which increase professional knowledge of new technologies and software.

Consults with and participates in, interagency projects to assure the District has the best possible coordination of its collective work force. *E*

Works cooperatively with all district departments and school sites to provide support for related goals of the District. *E*

Monitors and inspects the work of contractors for quality and conformance with contractual agreements. *E*

Serves as technical resource for grant writing projects that generate funds for technology.

Responsible for testing hardware and software prior to District acceptance. *E*

Manages and coordinate District-wide training programs on the maintenance and operation of the District network. *E*

Maintain a knowledge and understanding of industry standards relating to technology. *E*

Prepare and maintain records related to passwords, licenses, work orders and other computer related matters. *E*

Meet with sales representatives regarding new hardware, peripheral equipment and software; obtain quotes and make recommendations for purchasing equipment. *E*

Evaluate emerging technologies and provide timely recommendations for system improvements and upgrades. *E*

Remain on-call for emergency situations, including nights and weekends. *E*

Troubleshoot and resolve hardware and software system problems and malfunctions; perform repairs and adjustments; coordinate computer and network maintenance and repair needs to assure proper and efficient system operation. *E*

Provide technical support and confer with users concerning the capabilities and operations of computers, network equipment and peripherals; install equipment for District staff. *E*

Develop, organize, and prepare technical documentation, operating policies and procedures, and management related reports for the District and sites. *E*

Maintain network documentation and disaster prevention/recovery plans. *E*

Order equipment and supplies as needed; order paper and forms for computer usage. *E*

Communicate with users to help solve problems with District applications and procedures in an understandable language.

Perform related duties as assigned.

(*E*-Essential duties.)

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Project control and management techniques  
Local Area Networks/Wide Area Network, Wireless technologies  
Policies, procedures, rules and regulations of the I.T. department.  
Desktop, laptop, server and mobile device operations, applications, repair, installation and software.  
Principles, methods and problems of operating an electronic data processing computer and peripheral equipment.  
Oral and written communication skills.  
Principles and practices of supervision and training.  
Applicable laws, codes, regulations, policies and procedures.  
Interpersonal skills using tact, patience and courtesy.  
Network and computing hardware and software architectures.  
Technology based policies and standards for network/domain environments.  
Data security for workstations, servers, and networks.  
Network Systems/Switches & Routers, Voice-over-IP, WiFi technology  
Principles and techniques of systems and programming work including analysis and design.

**ABILITY TO:**

Plan, organize, support and direct the day-to-day I.T. operations and functions of the District.  
Consult and advise District personnel on computer-related issues.  
Effectively and efficiently analyze, evaluate, modify and adapt system software enhancements.  
Analyze user informational needs and problems, and design clear and logical systems in meeting specific requirements.  
Troubleshoot and resolve hardware and software problems and malfunctions.  
Supervise and evaluate the performance of assigned staff.  
Communicate effectively both orally and in writing.  
Interpret, apply and explain rules, regulations, policies and procedures.  
Establish and maintain cooperative and effective working relationships with others.  
Analyze situations accurately and adopt an effective course of action.  
Meet schedules and time lines.  
Take direction and instruction from supervisor.  
Work independently with little direction.  
Plan and organize work.  
Prepare narrative and statistical reports.  
Anticipate and resolve issues related to resource use and other technical areas.  
Be involved in developing and implementing training programs for PC/LAN/WAN, wireless applications.  
Communicate effectively with end users both orally and in writing.  
Establish and maintain an effective working relationship with those contacted in the course of the work.

**EDUCATION AND EXPERIENCE:**

Education: A bachelor's degree in computer science or related field. Proof required

Experience: Five years experience in a service based Information Technology department. Experience in a lead or supervisory position is desired. Experience in support of client server based systems. Experience with Windows based operating systems and applications, including word processing and spreadsheet software is required. CCNA (Cisco Certified Network Associate, including wireless), CCNP (Cisco Certified Network Professional including wireless); or experience/knowledge commensurate of CCNA & CCNP Certificate are highly desired.

**LICENSES AND OTHER REQUIREMENTS:**

This position requires the use of a personal automobile and possession of a valid California Class C driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

- Indoor and outdoor environment.
- Driving a vehicle to conduct work.
- School sites, construction sites and district offices.
- Weekend (Saturday and Sunday) and night work on an as needed or on-call basis.

**PHYSICAL ABILITIES:**

- Hearing and speaking to exchange information and make presentations.
- Seeing to view computer monitors.
- Dexterity of hands and fingers to operate a computer keyboard.
- Lifting and carrying heavy equipment (up to 75 pounds).
- Bending at the waist, kneeling or crouching to install/repair equipment.
- Reaching overhead, above the shoulders and horizontally.

Created 10/2014

Revised 2/9/15