



SJCOE
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Job Description

POSITION TITLE: Program Manager I, Network Services #6006
Information Technology
Business Services

SALARY PLACEMENT: Management Salary Schedule
Range 8

SUMMARY OF POSITION:

Under general direction of the Director of Networking, independently performs network design, implementation, maintenance, and troubleshooting; gather and collect information, analyze, document, and report on findings, impact, and potential solutions; provide advanced technical and project support for a large and diverse user environment within a large, multi-campus, heterogeneous network; maintain knowledge of current network technologies and explore growth opportunities and trends. Plans, coordinates, supervises, monitors, and maintains the efficient operation and scheduling of network operations. Assumes the responsibilities of the Director of Networking in his or her absence.

MINIMUM QUALIFICATIONS-EDUCATION, TRAINING, AND EXPERIENCE:

Possess a Bachelor's Degree from an accredited College or University with a concentration in computer-related technology and/or Business Administration; or equivalent experience in management information systems.

DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:

Five years increasingly responsible experience with information systems in a large-scale information technology environment including network and computing devices, data network engineering, maintenance, and troubleshooting. Experience performing wired and wireless network design, implementation, maintenance, and troubleshooting. Experience providing advanced technical and project support for a large and diverse user environment within a large, multi-campus, heterogeneous network; Experience creating and managing a Windows Server infrastructure including Active Directory, DNS, DHCP and Radius. Experience with educational administrative systems. Experience in public education environment. Experience in Audio-Visual technologies, multimedia, and project management. Network design portfolios are encouraged.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- assigned software
- principles and methods of system administration, network routers, switches, VLAN design and implementation, TCP/IP network design and implementation, and 802.11x wireless technology

Ability to:

- follow manuals and read complicated instructions
- understand and carry out oral and written instructions
- use appropriate and correct English, spelling, grammar, and punctuation
- perform arithmetic calculations with speed and accuracy
- operate a variety of standard office equipment including computing devices, printers, and copiers
- work independently
- be flexible and receptive to change
- analyze procedures and problems
- develop and implement improvements and solutions; prepare reports; gather, analyze, and organize information, demonstrate advanced network troubleshooting concepts
- establish and maintain effective working relationships with others in a large and diverse user environment
- operate and have a sound technical understanding of a wide variety of computing systems, operations,

hardware, and software; proper office methods and practices; operational requirements of networked computer systems; applications including Microsoft Office and others; Chromebooks, Macintosh, Windows, and Windows Server operating systems; mobile computing platforms including smart phones and tablets; modern computer techniques, methodologies, principles, and practices

- maintain and actively pursue knowledge of current industry trends and technological advancements within the computing field

Possess:

- leadership skills in planning, setting agendas and coordinating/conducting meetings/trainings experience working with SNMP network monitoring systems, documentation concepts
- a valid California driver's license and proof of liability insurance coverage in the minimum amount required by SJCOE policy; insurable by the SJCOE carrier. Must furnish own transportation as required to fulfill job duties.

DISTINGUISHING CHARACTERISTICS:

The Program Manager series represents advanced management positions and has three levels.

ESSENTIAL FUNCTIONS:

Essential functions may include, but are not limited to:

1. Work effectively with school districts, community organizations, government agencies, parents, students, and/or staff.
2. Maintain confidentiality on issues concerning program and staff.
3. Supervises, leads, and evaluates staff.
4. Participate, coordinate, or conduct a variety of meetings, staff development, committees, trainings, workshops, and/or conferences in order to present material and information concerning department programs, services, operations, and activities. Represent the SJCOE at local, regional, and state meetings, conferences, in-services, boards, councils, and events.
5. Maintain current knowledge and interprets applicable rules, regulations, policies, procedures, contracts, State and Federal laws, codes and regulations.
6. Communicate effectively both orally and in writing.
7. Analyze situations accurately and adopts an effective course of action.
8. Establish and maintain cooperative and effective working relationships with others.
9. Work independently with little direction.
10. Meet schedules and timelines.
11. Prepare reports as needed for program.
12. Utilize computing hardware and software, word-processing, spreadsheet, and database applications to perform basic duties including documentation, reporting, scheduling and user support.
13. Receive calls for assistance, installations, and general maintenance; log calls, prioritize and take appropriate action to ensure a satisfactory response with acceptable time frames for customers; provide status reports on all requests.
14. Provide training and support to a diverse customer base in the proper installation and maintenance of network hardware and software systems along with policies and procedures related to technology.
15. Maintain an advanced level of technical knowledge and skills involving computing and software architecture, implementation and troubleshooting, networking practices, equipment, and trends.
16. Design, install, test, operate, monitor, and maintain new and existing wired and wireless networks.
17. Research, test, recommend, implement, and maintain new products, technologies, and trends that will enhance and increase the technical productivity, security and levels of service provided by the Information Technology Department.
18. Analyze existing or proposed projects and requests to determine the feasibility for technical adaptation; prepare project proposals and quote requests and provide research and implementation documentation on project implementation.
19. Create clear and concise technical documentation on Enterprise level systems and procedures; coordinate testing and evaluation of vendor software and hardware.
20. Lead wiring contractors and coordinate flow of work and ensure that deadlines are met.
21. Develop audio-visual project plans, meet with vendors, and oversee implementation.
22. Maintain current knowledge of Audio-Visual systems and designs.
23. Coordinate and lead all audio-visual support requests made by the San Joaquin County Office of Education.
24. Participate and make recommendations regarding the formulation of department standards.
25. Respond to a rapidly changing technical environment and the requirements of customers.
26. Comply with all standards, procedures, controls, and policies as established by San Joaquin County Office of Education, participating school districts, and the Information Technology department.
27. All other duties as assigned.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit and stand for extended periods of time.
2. Enter data into a computer workstation, operate standard office equipment and use a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Speak, hear and understand speech at normal levels and on the telephone.
5. Stand, walk and bend over, reach overhead, grasp, push and move, lift and/or carry up to 25 pounds to waist height.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors in a standard office environment and come in direct contact with SJCOE and school district staff, students, parents, outside agency staff and the public. Employees may be required to work outside of normal workdays and office hours for emergency situations, troubleshooting, critical demand periods, scheduled vacations or to meet installation deadlines. Requires travel within San Joaquin County and occasionally elsewhere within California.

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