

WESTMINSTER SCHOOL DISTRICT JOB DESCRIPTION

TITLE: NETWORK AND IT SOLUTIONS MANAGER

BASIC FUNCTION:

Under the direction of the Chief Technology Officer, develop, implement, maintain, monitor, and supervise new and existing network systems, including but not limited to systems deployment, configuration, management, optimization, monitoring, maintenance, diagnostics, repair, security compliance, security response, audits, and ensuring compliance with relevant regulations and policies for all District systems. Analyze network systems data and develop improvement and best practice plans; prepare training materials and deliver trainings; responsible for developing, maintaining and keeping all cybersecurity policies, initiatives and efforts up to date in order to keep the district as safe as possible in relation to cybersecurity practices and events; participate and collaborate in professional organizations, state, and federal agencies, and prepare network documentation, plans, and reports as needed. Provide leadership in the implementation and management of various systems such as the staff Learning Management Systems (LMS), Student Learning Management System (SLMS), Maintenance and Operations Work Order System, AI Integrations, and Internet of Things (IoT) solutions.

ESSENTIAL AND REPRESENTATIVE DUTIES:

Possess a thorough knowledge of networking principles and network infrastructure systems integration and management practices.

Learning Management Systems (LMS & SLMS): Implement, manage, and optimize digital learning platforms for staff and students to enhance teaching and learning experiences.

Maintenance and Operations Work Order System: Oversee the deployment and management of digital work order systems for facilities and operations.

AI Integrations: Identify, evaluate, and deploy AI-driven tools for district operations and instructional support.

Internet of Things (IoT): Manage and integrate IoT technologies to enhance operational efficiency and security.

Monitoring and Management: Utilize advanced network methods, tools, and technologies to proactively monitor and manage the school district's wireless and wired networks, VoIP, firewall, web filters, VPN, access control, and systems and applications.

Investigate Network Performance: Identify root causes of network data and voice performance incidents and develop appropriate remediation strategies.

Security Support: Use intrusion detection and prevention systems (IDS/IPS), firewalls, antivirus software, and other industry-standard security measures to identify and respond to potential threats, malware, viruses, and other malicious activities in support of security response.

Training: Design and deliver training programs for technology team members, staff, teachers, and students.

Policy Development and Compliance: Assist in the development, implementation, and enforcement of network policies, standards, procedures, and guidelines. Stay updated with regulatory requirements (e.g., FERPA, COPPA) and industry best practices.

Access Controls and Infrastructure: Collaborate with all Technology Services teams to evaluate, implement, and maintain access controls. Continuously assess effectiveness and recommend improvements.

Network Incident Reporting: Prepare and present regular reports on voice and data network performance and reliability.

Audits and Assessments: Conduct periodic audits and assessments to evaluate network performance and effectiveness.

Administrative Duties: Perform responsible administrative duties as the chief technology officer of the District; provide technical expertise, advice, and consultation to the Superintendent and the Board of Trustees regarding technology initiatives.

External Collaboration: Attend and represent the District at professional meetings, collaborate with school districts, vendors, businesses, universities, and community organizations to enhance technology effectiveness.

Continuous Learning: Stay updated on industry advancements, best practices, and emerging trends in technology.

OTHER REPRESENTATIVE DUTIES: Confer with hardware and software vendors to obtain information, resolve problems, and ensure District standards and specifications are achieved. Provide technical direction and training on computer systems including operating systems updates, software installations, file management, backups, and troubleshooting. May be required to participate in a variety of training to continuously update skills related to job responsibilities. Serves as the Subject Matter Expert in cybersecurity, support, forensics, and disaster recovery, working directly with the CTO to develop and implement robust network and IT security solutions. Perform related duties as assigned.

ORGANIZATIONAL RELATIONSHIPS:

Supervision: 1) Reports to and receives direction from the Chief Technology Officer.
 2) Direct supervision of the following positions: (a) Network Analyst (b) Other Technology staff as assigned.

Internal Contacts: Continuing contact with all schools and departments, district employees, administrative staff, and members of the Board of Trustees.

External Contacts: Continuing contact with Orange County school officials, city and county officials, and officials of other school districts.

Frequent contact with state officials, representatives of public and private agencies, consultants, attorneys, vendors, and others.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Voice and data network systems and principles

Protocols and technologies to include the following:

- TCP/IP, routing
- OSPF
- Switching
- Virtual Local Area Networks (VLANs)
- Wireless Local Area Network (WLAN)
- 802.11ac, 802.11ax architectures
- Voice over IP (VoIP)
- Session Initiation Protocol (SIP)
- Telephony routing
- Network security
- Operating systems
- Application security
- Secure configurations
- Firewalls
- Intrusion Detection System / Intrusion Prevention System (IDS/IPS)
- Virtual Private Network (VPN)
- Mobile Device Management (MDM)
- Access Control Lists (ACLs)
- Methods of incident response
- Risk management
- Compliance and regulations
- Security tools
- Security awareness and training
- Learning Management Systems (LMS & SLMS)
- AI applications in education and operations
- IoT technologies and integrations
- Work order management systems
- Regulations: FERPA, COPPA compliance
- Project management and implementation strategies
- Oral and written communication skills.

ABILITY TO:

Manage, monitor, and investigate; utilize advanced tools and methods to proactively manage and monitor the school district's voice and data network, systems, and applications for optimal operations.

Develop operation and maintenance plans for voice and data network infrastructure systems; research, project management, and deploy industry standard system and infrastructure configuration and security.

Maintain accurate and up-to-date documentation.

Solve complex voice and data network system integration problems.

Analyze and take corrective action to ensure best practice system security and infrastructure uptime, availability and performance.

Proficient knowledge of voice and data network protocols, VoIP systems, operating systems, and network architectures.

Proven incident response, including supporting incident analysis and response.

Strong analytical and problem-solving skills to identify and address voice and data network operations.

Effective oral and written communication skills to convey complex technical concepts to non-technical audiences.

Ability to work independently, prioritize tasks, and handle multiple projects simultaneously.

A solid commitment to maintaining confidentiality, integrity, and ethical standards in handling sensitive information.

Practices, procedures, techniques, and strategies for determining operational effectiveness.

Principles and practices of supervision and training.

Result and performance evaluation techniques pertaining to program and personnel performance effectiveness.

Human relations, conflict resolution strategies, and team building principles and techniques.

Record-keeping and report preparation techniques.

Emerging trends in instructional and business technology.

Coordinate a variety of complex technical operations involving the efforts of multiple district units.

Select, supervise, evaluate, and direct the activities of professional and other assigned staff.

Analyze situations accurately and adopt an effective course of action.

Incorporate new technology into future plans.

Read, interpret, apply, and explain rules, regulations, policies, and procedures; supervise, evaluate, and discipline subordinates.

Demonstrate organizational, time management, analytical, and problem-solving skills.

Train and instruct others in the performance of their duties.

Understand and carry out oral and written instructions. Use interpersonal skills with tact, patience, and courtesy.

Prioritize workload and conflicting demands.

Oversee and integrate **LMS, SLMS, Work Order Systems, AI, and IoT** solutions effectively

Work independently, prioritize tasks, and manage multiple projects

Train and support staff in network security, LMS, AI, and emerging technologies

Ensure system security, uptime, and compliance with best practices

Supervise, evaluate, and lead a team effectively

Establish and maintain records.

Establish and maintain cooperative and effective working relationships with others. Prepare and deliver oral presentations.

Meet schedules and timelines.

EDUCATION AND EXPERIENCE:

Graduation from an accredited university with a bachelor's degree with specialization in Computer Science, Networking, or a related field, or any combination of professional training or technical experience equivalent to a bachelor's degree. Relevant certifications including but not limited to Cisco Certified Network Professional "CCNP", or equivalent, Certified Information Systems Security Professional "CISSP" are highly desirable.

Consideration will be given to alternative combinations of experiences and training that provide the knowledge, skills, and abilities that encompass the major duties and responsibilities.

Candidates who possess a valid California Administrative Services Credential and a bachelor's degree in any field may be considered for this position if they meet the technical requirements and have demonstrated increasing responsible experience in infrastructure and systems, operations technical support, project management, and technology management.

LICENSES AND OTHER REQUIREMENTS:

A valid California Driver's License.

Completion of fingerprinting is required prior to the first day of work.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Duties are performed in the district office, school sites, and community settings. This position may entail frequent interruptions. This position requires one to work independently and/or with diverse groups of people to complete high work volume and tight deadlines.

This position requires the mobility to reach and bend, sufficient dexterity to work with computers, and provide oral information and direction.

While performing the duties of this job, the employee is regularly required to do the following:

- Grasp, grip, handle, or use hands for fine motor tasks.
- Prolonged standing and/or sitting.
- Reach with hands and arms.
- Frequently talk, hear, and listen.
- Occasionally required to stand, walk, climb or balance, stoop, kneel, or crouch.
- Specific vision abilities required of a person in this job include close vision, distance vision, depth perception, and the ability to change focus.
- Regularly lift and/or move objects weighing up to 25 pounds.

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

SALARY RANGE

Range 10, Classified Management Schedule

APPROVED BY: Board of Trustees

DATE: June 12, 2025

APPROVED BY: Personnel Commission

DATE: June 3, 2025