

SUPERVISOR, INTEGRATED TECHNOLOGY NETWORK SERVICES

DEFINITION

Under general direction, plans, organizes, and directs internet, network connectivity, network infrastructure, server management, cloud computing, multifunction systems, communications systems and cybersecurity preparedness for the Office and school districts, including the design, development, operation, analysis, maintenance and repair of network systems; establishes and implements procedures; supervises, directs work, and evaluates the performance of the Network Services team; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief Technology Officer. Exercises direct supervision over technical staff.

CLASS CHARACTERISTICS

This is a full supervisory-level class that exercises independent judgment on diverse and specialized network support systems, servers, and related equipment and software services with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff, developing information technology solutions, and providing professional level support to the Chief Technology Officer in areas of assignment. Performance of the work requires the use of independence, initiative, and discretion within established guidelines. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff responsible for the design, installation, configuration, maintenance, upgrading, troubleshooting, tuning and support of local and wide area networks (LANs/WANs), cloud services/storage, servers, operating systems, applications, communications systems and multifunction systems.
- Participates in the development and implementation of information technology goals, objectives, policies, and priorities; monitors work activities to ensure compliance with established policies and procedures; makes recommendations for changes and improvements to existing standards and procedures.
- Participates in the selection of staff; trains, motivates, and evaluates assigned staff; works with employees to correct deficiencies; implements discipline as required.
- Plans and organizes configuration of network devices and software including routers, switches, wireless access points, security devices and others; configure routers and switches for Office sites and school district customers; configures and maintains network monitoring tools.
- Develops and deploys Incident Response Plans and cybersecurity procedures for information technology; supervises the review and analysis of system logs, security information and event

- management (SIEM) tools, and network traffic for unusual or suspicious activity, and makes recommendations to restore secure operations.
- Plans, organizes and directs the planning, design, set-up, development and modification of internet and communications systems; ensures proper installation of hardware and software and testing of applications to ensure proper operation; directs the investigation, troubleshooting, diagnosis and repair of network system problems and malfunctions.
 - Coordinates projects, personnel, and communications to meet Office and school district internet, e-mail and website needs; develops and implements related projects, services, goals, objectives, plans, strategies, systems and activities; confers and collaborates with staff in the planning of internet and e-mail services, and the resolution of technical issues.
 - Monitors, analyzes and identifies Office technological needs; researches, analyzes, and identifies opportunities to enhance internet, e-mail and Voice Over Internet Protocol (VoIP) services; initiates system, hardware, software and service purchases and upgrades as appropriate; coordinate related purchasing activities with vendors and service providers.
 - Manage internet service provider (ISP) vendor services for Office and school districts; monitors internet bandwidth and circuits for availability for Office and school district ISP clients; assists with developing and adjusting ISP pricing as needed.
 - Develops and implements technology projects and systems; estimates and ensures adequate time, staff and resources required for projects; calculates and prepares cost estimates; monitors progress of projects; inspects completed projects for accuracy, completeness and compliance with established specifications and requirements.
 - Provides technical information and assistance to the Chief Technology Officer regarding technology activities, needs and issues; assists in the formulation and development of policies, procedures and programs.
 - Directs and participate in the preparation and maintenance of a variety of records and reports related to projects, devices, systems, changes, software, vendors, personnel and assigned activities.
 - Participates in building and implementing ITS strategic plans; assists in the development of ITS's budget.
 - Stays abreast of current trends and developments in information technology and network services by attending courses and system training, reviewing professional publications, and conferring and collaborating with others in the professional community.
 - Ensures staff observe and comply with all Office and mandated safety rules, regulations, and protocols.
 - Performs related duties as required.

QUALIFICATIONS

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in information technology, computer science or a related field; and
- Six (6) years of increasingly responsible experience involving the configuration, development, operation, analysis, maintenance and repair of network systems.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Network security systems and technologies such as firewalls, content filtering, encryption, and certificate management.
- Applicable types of cabling, operating systems, servers and network design.
- Virtualization concepts and technologies, storage and backup concepts and technologies. Principles, methods and procedures of operating computers, networks and peripheral equipment.
- System utilities and design and program applications.
- Cyber security, disaster recovery and business continuity best practices.
- Customer service and Helpdesk standards, practices, techniques and procedures.
- Principles and practices of project management.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise and perform the provision of internet and e-mail services for Office and school district clients, including the development, operation, analysis, maintenance and repair of related computer and network systems.
- Coordinate, direct and participate in the design, development, updating and maintenance of Office network and communications systems.
- Plan, organize and direct the planning, design, set-up, development and modification of network, internet and communications systems.
- Direct the investigation, troubleshooting, diagnosis and repair of system problems and malfunctions.
- Direct and participate in a variety of network administration activities including establishing and maintaining user accounts, e-mail accounts, internet connectivity and security applications.
- Prepare clear and concise technical documentation, information technology procedures, staff reports, and other written materials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.