

MANAGEMENT JOB DESCRIPTION

**MANAGER OF NETWORK SERVICES AND COMPUTER HARDWARE
SUPPORT**

JOB SUMMARY:

Plans, coordinates, organizes, and directs the operation of the Network Services and Computer Hardware Support units. Reports to the Assistant Superintendent of Business Services and Support in matters related to the District's data and voice networks, as well as computer hardware standards, technical support, and maintenance.

ESSENTIAL JOB FUNCTIONS:

- Oversees the ongoing operation and maintenance of the District's voice and data networks, ensuring that service to end users is always available or restored as quickly as possible.
- Researches and sets standards pertaining to networking technologies that support the District's Information Technology needs.
- Determines need and budget for acquisition of networking equipment, service contracts, and telecommunication products from outside providers.
- Coordinates or performs the installation, configuration, troubleshooting, and repair or replacement of networking equipment.
- Investigates desktop computing platforms, recommending or establishing standards to guide the purchasing of desktop computers and their ongoing support by the District.
- Supervises personnel in the electronic equipment repair shop to ensure prompt and accurate service of computer hardware, audiovisual equipment, and other consumer electronics in use throughout the District.
- Works with Manager of Information Technology Programming and Support and District users in specifying and evaluating administrative hardware/software solutions. Provides assistance at the time of writing bids that detail the type of hardware, software, and services to be acquired.
- Identifies grants and other external technology funding opportunities. Relays information about probable sources of funding to District staff responsible for pursuing those opportunities. Assists in the application process by completing sections where technical knowledge is required. Monitors implementation of grant projects involving computer technology for compliance with District's standards.

ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS:

- Bachelor's degree in technology-related field or equivalent training.
- At least ten years of progressively responsible technical experience in the design and development of enterprise-wide networking solutions.
- Establish and maintain effective working relationships.
- Effective and professional communication and interaction under pressure.

MANAGER OF NETWORK SERVICES, COMPUTER HARDWARE SUPPORT, AND PUBLISHING
OPERATIONS

Page 2

- Knowledge of current desktop computer software, hardware, networking, and communication issues and strategies.
- Ability to plan, analyze, supervise, and review technical solutions.
- Proven track record in solving technical problems and implementing solutions.

Management Salary Schedule: Range G

BOARD APPROVED: 4/30/03
9/11/24