

COLTON-REDLANDS-YUCAIPA REGIONAL OCCUPATIONAL PROGRAM

CLASS TITLE: TECHNOLOGY AND NETWORK MANAGER

BASIC FUNCTION:

Under the general direction of the Superintendent and/or designee, plan, organize, manage, and monitor activities related to the installation, configuration, and maintenance of computer networks and related equipment. Manage technical user support, develop and implement methods, procedures, and programs to maximize the effective use of technology to improve student learning and organizational operations. Manage a variety of specialized services related to digital instructional resources, including website and software library. Manage, evaluate, and modify network systems to assure proper security and operation. Communicate with ROP personnel and outside agencies to exchange information and coordinate activities. Train and supervise the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Plan, organize, coordinate, and monitor activities related to the installation, configuration, and maintenance of computer networks and related equipment; oversee the troubleshooting, diagnosis, and repair of computer hardware, software, networks, and peripheral equipment; oversee technical duties involved in the design, installation, configuration, and maintenance of the ROP networks.

Oversee performance of network systems to assure proper security and operation; evaluate, communicate, and resolve potential network problems and malfunctions; estimate the scope of projects including the capacity of computer systems and network configurations; supervise storage, retrieval, customization, and archiving of data; assure data integrity. Install, configure, modify, and maintain network computer hardware, peripheral equipment, and a variety of server software applications to assure the smooth running of CRY-ROP network systems; troubleshoot, diagnose, and repair hardware and software malfunctions.

Oversee technical user support, coordinate activities, develop and implement methods, procedures, and programs to maximize the effective use of technology to improve student learning and organizational operations.

Coordinate research, planning, development and implementation of digital delivery systems, configurations, and applications; test and evaluate new hardware and software; monitor website traffic and help scale site capacity to meet traffic demands performance; improve efficiency in relation to the website function.

Train and supervise the performance of assigned personnel; provide training to personnel in the proper operation of assigned hardware, software, and peripheral equipment, as related to digital systems, internet and/or website function; provide technical support to staff.

Consult with vendors, service providers, and technical support regarding purchase of hardware/software-related questions; research prices and obtain product information; provide recommendations of replacement and upgrades of equipment; order parts and equipment in accordance with established guidelines.

Evaluate the effectiveness of existing and proposed procedures to meet user needs; serve as a technical resource to ROP technology users concerning the operation of computers, peripherals, software, networks, and related equipment.

Coordinate new computer hardware, software, peripherals and related equipment purchases for the ROP; consult with

vendors; oversee price and product information research; provide recommendations of replacement and upgrades of operating systems and software.

Install, configure, upgrade, maintain, troubleshoot, and repair a variety of servers, hubs, switches, routers, printers, user stations, firewalls, cabling, interface cards, and other network components; maintain network system security, servers, and databases; facilitate remote server management and user access.

Manage network administration activities including establishing and maintaining user accounts, passwords, e-mail accounts, internet connectivity, back-ups, user home directories and designated programs and systems. Provide for the effective and efficient storage, retrieval, and archiving of data; troubleshoot and resolve database problems; assure data integrity; prepare backup data files; monitor available system disk space; move files as necessary to provide for program running.

Operate a variety of technical equipment including testers, meters and various hand and power tools; drive a vehicle to conduct work.

Communicate with ROP personnel and outside agencies to exchange information, coordinate activities and resolve issues or concerns.

Coordinate the workload of technology personnel in the development and implementation of procedures for enhancing services; coordinate network solutions with staff and administrators to resolve complex network and server-based problems.

Advise administrators of unusual trends or problems and recommend appropriate corrective action. OTHER

DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Principles, methods, and procedures of operating computers and peripheral equipment.
- Materials, methods, and tools used in the operation, installation and repair of computer and network systems.
- Technical aspects of the field of specialty.
- Installation, configuration, operation, maintenance, troubleshooting, diagnosis, and repair of computer hardware, software, and peripheral equipment.
- Computer hardware systems, software applications and languages utilized by ROP.
- Computer application programs for Microsoft 2000/XP/Vista operating systems. Must have a strong familiarity with PC hardware, software, and peripherals in a Windows NT environment.
- Online applications and system capabilities related to internet training.
- Materials, methods, and tools used in the operation and maintenance of websites.
- Technical aspects of computer training and support.
- Record-keeping and report preparation techniques.
- Applicable laws, codes, regulations, policies, and procedures.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Basic public relations techniques.
- Modern office practices, procedures, and equipment.
- Research methods.

ABILITY TO:

- Coordinate, monitor, and provide a variety of specialized services in the installation, operation, repair, and maintenance of computer networks and related equipment.
- Operate, adjust, update, and maintain technology resources utilizing current knowledge of technological advances in the field.
- Supervise a team; ability to maintain cooperative and effective working relationships with others; interpersonal skills using tact, patience, and courtesy.
- Provide training to personnel.
- Troubleshoot, diagnose, and resolve problems with websites, digital communication systems, as well as microcomputer hardware and software.
- Analyze situations accurately and adopt an effective course of action.
- Maintain network system security, servers, and databases.
- Manage server-based applications.
- Communicate effectively both orally and in writing.
- Plan and organize work; meet schedules and timelines.
- Maintain records and prepare reports.
- Work independently with little direction.
- Interpret, apply, and explain rules, regulations, policies, and procedures.
- Prepare and deliver oral presentations and facilitate meetings.
- Compile, assemble, verify, and prepare data.

EDUCATION AND EXPERIENCE:

Required: Bachelor's degree in information technology, computer science, network administration or a related field and five years of experience of technical experience in the maintenance of computer systems, networks, and peripherals, including one year in a supervisory capacity.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver's license.

WORKING CONDITIONS:**ENVIRONMENT:**

Indoor environment.

Driving a vehicle to conduct work. Constant interruptions.

Subject to emergency call out.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate hand tools, computer keyboards, and other specialized equipment. Hearing and speaking to exchange information in person and on the telephone.

Reaching overhead, above the shoulders, and horizontally.

Lifting, carrying, pushing, or pulling heavy objects as assigned by the position. Standing for extended periods of time.

Bending at the waist, kneeling, or crouching.

Seeing to view a computer monitor.