



## NETWORK SERVICES MANAGER

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### Objective

- Leads a comprehensive network and telecommunications services.
- Provides energetic, creative, and imaginative leadership of the Network services and staff.

### Position Summary

The Network Services Manager designs, configures, and maintains network infrastructure components; trouble-shoots network to diagnose system problems; identifies, locates, resolves, and repairs problems; installs and configures software upgrades, file sharing, and domain security protocols. Plans, develops, and designs network management and maintenance projects, including policies and procedures, operational improvements, backup and archival files, and evaluates new technology integration.

### Supervisory Relationship

This position reports to the Director of Technology; supervises staff and contractors as assigned.

### Essential Functions

- Manages the network systems of the district, operational activities of the District-wide Data/Voice/Video network, including design, installation, configuration, maintenance, and security.
- Analyzes network functions and evaluates the services provided; develops plan of action and recommendations; identifies milestones and issues to be addressed, and generates reports as required.
- Supervises and provides technical leadership and guidance to technical staff; ensures compliance with policies and regulations, and that all issues are addressed and resolved.
- Ensures the provision of comprehensive, integrated, reliable, high-quality services in areas such as backbone and local area networking, network facilities and infrastructure, Internet access, high-performance networking, network security, remote access to district IT services.
- Monitors utilization trends, manages network performance, and assures maximum uptime; performs ongoing analysis, capacity planning, and technical tuning of the network systems to improve performance.
- Designs, configures, and maintains network infrastructure components; trouble-shoots network to diagnose system problems; identifies, locates, resolves, and repairs problems; installs and configures software upgrades, file sharing, and domain security protocols.
- Plans, develops, and designs network management and maintenance projects, including policies and procedures, operational improvements, backup and archival files, and evaluates new technology integration.
- Coordinates operations activities with other departments and service providers; designs and implements districtwide LAN's, connectivity issues and cabling systems.

- Makes effective and efficient use of resources; sets high, achievable aspirations for services and operations.
- Hires, trains, and supervises the network services staff; ensures that the staff is empowered to exercise initiative and work creatively, participate productively in inter-departmental and inter-divisional teams, engage in regular professional development activities, and cooperate and communicate well with others.
- Serves as a liaison for the district with network vendors, operating companies, regulatory agencies, and other external bodies involved in this service area.

### **Required Knowledge, Skills and Abilities**

- Knowledge of computer network domains, technologies, and protocols.
- Managerial, organizational, analytic, and problem solving skills.
- Ability to supervise staff in a respectful, support manner.
- Analytic and problem-solving skills.
- Knowledge of networked systems access and security guidelines and procedures.
- Knowledge of network performance tuning techniques.
- Knowledge of current trends and information sources for managing network systems.
- Supervisory principles, practices, and methods.
- Project planning and management principles.
- Ability to listen, write, and communicate effectively.
- Knowledge of system backup and recovery procedures and techniques.
- Ability to work with people from diverse backgrounds and socioeconomic levels.
- Ability to facilitate productive meetings and work successfully in a team-oriented environment.
- Ability to exercise sound judgment in complex situations.

### **Minimum Qualifications**

#### Education

Bachelor's degree in computer science or related field; **AND**

#### Experience

Three years PC LAN/WAN management work experience in an IP environment; one year WAN experience; including one year designing and installing routing, switching, and wireless products. Work experience in administration of Windows Unix servers;

### **OR**

Any equivalent combination of education and experience that would provide the above noted knowledge, skills and abilities. Approval is required by Human Resources.

Applicants must pass a background check by the County Sherriff's Office prior to employment.

### **Work Environment**

- Duties are performed in office, school, and community settings.
- Execution of responsibilities may require work beyond the standard workday and workweek.

<b>ADDITIONAL INFORMATION</b>	
<b>Employee Unit</b>	4J Association (4JA) – Classified Supervisor
<b>Pay Grade</b>	Grade 11 /12-Month Work Year
<b>Developed by</b>	Dr. Celia Feres-Johnson – Director of Human Resources
<b>Reviewed by</b>	Karen Hardin – Recruitment Administrator and Peter Tromba – Director of Technology
<b>Approved by</b>	Peter Tromba – Director of Technology and Karen Hardin – recruitment Administrator
<b>Last revised</b>	2, 2014;