



**Orange County Department of Education
Human Resources Department
Classified Management Class Specification**

Assistant Director Information Technology Network Services

Class Code: 1626

Work Days: 225

GENERAL PURPOSE

Manage, plan, organize, and supervise network and telecommunication services within the Information Technology Division; coordinate assigned activities with other divisions and outside agencies; and provide assistance to higher level management staff.

SUPERVISION RECEIVED AND EXERCISED

1. Receives general supervision from higher level management staff.
2. Exercises direct supervision over management staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Recommend and assist in the implementation of goals, objectives, and strategic plan; establish schedules and methods for providing specialized services; and implement policies and procedures.
2. Manage, plan, organize, and supervise network and telecommunication services within the Information Technology Division.
3. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures and recommend, within division policy, appropriate service and staffing levels.
4. Review, investigate, evaluate, and select new technologies for current and future business needs; and ensure that all technologies comply with OCDE standards and strategic direction.
5. Monitor critical components of data center operations, including power/electrical systems, access control systems, fire suppression systems, and cooling systems.
6. Select, train, plan the work of, supervise, and evaluate staff; provide coaching to employees; collaborate on goal development; set clear expectations; provide constructive feedback; assist in improvement as needed; and check in regularly for understanding.
7. Develop and maintain project schedules; plan, organize, coordinate, schedule, and track project tasks and milestones.
8. Conduct meetings with customers and transform requirements into effective implementations.
9. Attend and participate in professional group meetings; stay abreast of new trends and innovations.
10. Generate documentation for staff and training.

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11. Resolves network and telecommunication problems through on-site analysis and effective utilization of technical staff, coordination with other information technology staff, and use of vendor contracts.
 12. Provide assistance to school districts, other divisions, and departments on network and telecommunication support, upgrades, and replacement.
 13. Contact vendors for solutions, technical references, and/or services required for network and telecommunications upgrades and maintenance.
 14. Evaluate OCDE network and telecommunication solutions and apply technical principles and concepts to develop and support instructional and business solutions.
 15. Receive and analyze requests for network and telecommunication modifications or new infrastructure support in assigned areas; recommend and implement solutions to problems; or coordinate or perform detailed analysis, implementation, and testing of new solutions.
 16. Analyze procedures and data to develop logical solutions to complex data and voice network, operating system, server, storage, and database support problems.
 17. Create and perform complex network and telecommunication analysis and design duties.
 18. Evaluate network and telecommunication support practices and create support standards, policies, and procedures.
 19. Keep up-to-date on network and telecommunication architectures, technologies, methodologies, implementation, and support and attend training classes as necessary.
 20. Monitor quality assurance and security procedures.
 21. Independently perform analysis of complex data and voice networks, systems, operating systems, servers, storage, and databases.
 22. Verify stability, interoperability, portability, security, and scalability of network and telecommunication e architecture.
 23. Install, research, test, and verify the proper functioning of hardware and software updates.
 24. Create and enforce security standards.
 25. Perform related duties similar to the above in scope and impact as required.
 26. Demonstrate attendance sufficient to complete the duties of the position as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. Principles, practices, methods, and techniques of information systems project management.
2. Principles and practices of program development and administration.
3. Principles and practices of budget preparation and administration.
4. Procedures, methods, and techniques of project and workflow management and organization.
5. Principles of effective supervision, leadership, training, coaching, and performance evaluation.
6. Pertinent federal, state, and local laws, codes, and regulations.
7. Methods and techniques of evaluating business requirements and developing information systems solutions.

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8. Principles and practices of network and telecommunications testing, analysis, and security administration.
 9. Principles and practices of network and telecommunication administration.
 10. Principles and practices of data and voice network design, including routing, switching, and email.
 11. Principles and practices of data and voice networking and associated protocols and IP addressing.

Ability and Skill to:

1. Select, train, lead, coach, direct the work of, supervise, and evaluate management, supervisory, professional, and technical employees; and effectively delegate authority and responsibility.
2. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
3. Effectively adapt and adjust program services to meet changing priorities and customer-specific needs.
4. Interpret and apply federal, state, and local laws, codes, and regulations.
5. Provide project oversight and support and manage multiple projects and requests.
6. Establish and maintain effective working relationships with various constituencies.
7. Prepare clear and concise correspondence, reports, and other written materials.
8. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
9. Communicate clearly and concisely, both orally and in writing, in English; and present information effectively in front of both large and small groups.
10. Manage multiple large-scale complex projects.
11. Learn core business concepts and understand how to implement changes and their impact on the application and related business units.
12. Research and evaluate new technology in the assigned area of responsibility.
13. Prepare and administer program budgets.
14. Research, analyze, and evaluate new service delivery methods and techniques.
15. Serve as project manager on extensive network and telecommunications projects.
16. Troubleshoot highly complex network problems and articulate resolutions.

Education, Training, and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is a bachelor's degree in a computer-related field and five (5) years of experience in supporting CISCO or similar based data and voice networks, operating systems, systems hardware, including two (2) years of administrative and supervisory responsibility; or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class.

Physical Demands

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification must be able to travel countywide to a variety of sites within a reasonable time frame, read written and electronic materials, and communicate clearly with those contacted through the course of work (typically in person, on the phone, and via email); perform deskwork for extended periods; and access and operate all required equipment for job duties. Employees in this classification often lift, carry, push, and pull heavy objects. This position may include the need to traverse uneven surfaces and may move items weighing up to 50 pounds and lift up to 100 pounds with assistance.

Must pass a pre-employment physical examination related to job duties/assignments and in accordance with relevant codes and regulations.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee typically works in an office environment that is fast-paced with high pressure.