Network and Telecommunications Manager	**Class Code: 1361**
	Work Days: 225

GENERAL PURPOSE

Manage, plan, organize, and supervise data and voice networks, operating systems, servers, storage, and databases within the Information Technology Division; coordinate assigned activities with other divisions and outside agencies; and provide highly responsible and complex administrative support relative to assigned area of responsibility.

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 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. Participate in the development and implementation of goals, objectives, and strategic plan; establish schedules and methods for providing specialized services; implement policies and procedures.

2. Manage, plan, organize, and supervise data and voice networks, operating systems, servers, storage, and databases within the Information Technology Division.

3. Evaluate OCDE data and voice network, operating system, server, storage, and database needs and apply technical principles and concepts to develop and support instructional and business solutions.

4. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within division policy, appropriate service and staffing levels.

5. Select, train, schedule, supervise, lead, and evaluate assigned staff; provide resources and guidance to support staff success; work with employees to improve performance.

6. Provide coaching to employees; collaborate on goal development, set clear expectations, provide constructive feedback, and check in regularly for understanding.

7. Plan, prioritize, assign, and review the work of staff responsible for providing Information Technology services; prepare work schedules for appropriate staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)

8. Review, investigate, evaluate, and select new technologies for current and future instructional and business needs; ensure that all technologies comply with Department of Education standards and strategic direction.

9. Resolve difficult and complex data and voice network, operating system, server, storage, and database problems through on-site analysis and effective utilization of technical staff, coordination with other information technology staff, and use of vendor contracts.

10. Provide assistance to school districts, other divisions, and departments on data and voice network, operating system, server, storage, and database support, upgrades, and replacement.

11. Receive and analyze requests for data and voice network, operating system, server, storage, and database modifications or new infrastructure support in assigned area; recommend and implement solutions to problems; or coordinate or perform detailed analysis, implementation, and testing of new solutions.

12. Contact vendors for solutions, technical reference, and/or services required for systems expansion and maintenance.

13. Analyze procedures and data to develop logical solutions to complex data and voice network, operating system, server, storage, and database support problems.

14. Create and perform complex data and voice network analysis and design duties.

15. Evaluate data and voice network, operating system, server, storage, and database support practices and create support standards, policies, and procedures.

16. Keep up-to-date on data and voice network, operating system, server, storage, and database architectures, technologies, methodologies, implementation, support, and attend training classes as necessary.

17. Conduct meetings with customers and transform requirements into effective implementations.

18. Monitor quality assurance and security procedures.

19. Independently perform analysis of complex data and voice networks, systems, operating systems, servers, storage, and databases.

20. Verify stability, interoperability, portability, security, and scalability of data and voice network, operating system, server, storage, and database architecture.

21. Install, research, test, and verify proper functioning of hardware and software updates.

22. Create and enforce security standards.

23. Attend and participate in professional group meetings; stay abreast of new trends and innovations.

24. Must demonstrate attendance sufficient to complete the duties of the position as required.

25. Perform related duties similar to the above in scope and impact as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. Principles, practices, methods, and techniques of information systems project management.

2. Methods and techniques of evaluating business requirements and developing information systems solutions.

3. Principles and practices of data and voice networks, operating systems, servers, storage, and database testing, analysis, and security administration.

4. Principles and practices of data and voice networks, operating systems, servers, storage, and database administration.

5. Principles and practices of data and voice network design to include, routing, switching, and email.

6. Principles and practices of data and voice networking and associated protocols and IP addressing.

7. Principles and practices of budget preparation and administration.

8. Procedures, methods, and techniques of project and workflow management and organization.

9. Principles of effective supervision, leadership, training, coaching, and performance evaluation.

10. Pertinent federal, state, and local laws, codes, and regulations.

Ability and Skill to:

1. Oversee and participate in the management of data and voice networks, operating systems, servers, storage, and databases.

2. Select, train, lead, coach, direct the work of, supervise, and evaluate management, supervisory, professional, and technical employees; effectively delegate authority and responsibility.

3. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.

4. Manage multiple large scale complex projects.

5. Serve as project manager on large implementation and analysis projects.

6. Evaluate client business requirements and implement information technology solutions.

7. Perform highly complex systems analysis duties.

8. Design, configure, and test system hardware and software problems.

9. Troubleshoot highly complex hardware and software.

10. Research and evaluate new technology in assigned area of responsibility.

11. Troubleshoot and diagnose operational problems and articulate resolutions.

12. Participate in the development and administration of goals, objectives, and procedures.

13. Prepare and administer program budgets.

14. Prepare clear and concise administrative and financial reports.

Ability and Skill to (cont.):

15. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

16. Research, analyze, and evaluate new service delivery methods and techniques.

17. Communicate clearly and concisely, both orally and in writing, in English; present information effectively in front of both large and small groups.

18. Interpret and apply federal, state, and local laws, codes, and regulations.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is Bachelor's degree from an accredited college or university with major course work in in a computer related field, and five years of extensive experience in supporting CISCO based data and voice networks, operating systems, systems hardware, data storage solutions, and databases including two years of administrative and supervisory responsibility.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to bend, stoop, push, pull, grasp, squat, twist, kneel, walk, sit, and reach to access materials or equipment and complete other tasks as assigned; lift and/or move up to 50 pounds; and lift up to 75 pounds with assistance from ground, waist, chest, shoulder, and above shoulder level. The position may include occasional need to traverse uneven surfaces.

Employees in this classification are to be able to travel countywide to a variety of sites within a reasonable time frame; read written and electronic materials; communicate clearly in person, on the phone, and via email; and operate all required equipment.

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.

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