SJECCD Human Resources Office

San Jose/Evergreen Community College District
Classified Management Job Description

Position: Network Technology Manager          Department: Information Technology Support & Services (ITSS)
College: District Office             Date: June 12, 2013

POSITION PURPOSE

Under the general direction of the Chief Information Services Officer or assigned administrator, the Network Technology Manager manages the activities related to all segments of the District’s network and telecommunication operations; plans, directs and supervises the development of network systems design projects; and does other related work as required.

NATURE and SCOPE

The Network Technology Manager serves as an expert technical resource for the District regarding all network and telecommunications technology. This position is responsible for the overall design, development, integration, implementation, and maintenance of network and telecommunications systems; the coordination and development of projects; supervision of assigned staff; and network systems documentation.

KEY DUTIES and RESPONSIBILITIES

1. Confer with, and coordinate college and district technical groups regarding telecommunication technology capabilities, the feasibility of developing new network systems, and determining local and wide-area network requirements as well as modifications to local and wide-area network systems.

2. Participate in long-range planning efforts.

3. Participate in the evaluation, costing, selection, testing, and implementation of all telecommunications related software and hardware.

4. Review and be responsible for the documentation of telecommunications/network systems.

5. Analyze needs and plan new network systems or system components as well as modifications to existing ones

6. Ensure college/district compliance with network policies, procedures and protocols across multiple systems.

7. Plan, organize, and monitor network and telecommunication operations.

8. Manage multiple types of servers that relate to management of the network and applications using the network.

9. Manage installation, upgrading and repair of local and wide-area network and telecommunication hardware, software, cabling and wiring.

10. Monitor and fine-tune network and telecommunications performance.

11. Manage troubleshooting of network system problems and recommend solutions or execute fixes.

12. Supervise inventory of network hardware, software, and licensing.
13. Advise the Chief Information Services Officer (CISO) on current technology innovations.

14. Participate in the development of departmental standards and procedures, within District quality guidelines, ensure all projects and assignments comply with standards.

15. Develop and schedule priorities, assign responsibilities, ensure efficient and timely completion of projects, and prepare time and cost estimates and progress reports.

16. Evaluate and review the performance of subordinates.

17. Coordinate and manage the training of technical staff.

18. Confer with the Chief Information Services Officer (CISO) regarding evaluation and selection of contract firms and conduct Internet research on potential suppliers.

19. Confer with hardware and software vendors to obtain information, resolve problems, and arrange and conduct demonstrations and evaluations.

20. Ensure open communications between staff at colleges and District.

21. Perform other related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge:

1. The principles and methods used in the analysis and development, design, installation, operation, and maintenance of telecommunications, LAN, and WAN technologies including the operating systems, applications, protocols, and topologies.

2. Installation, maintenance, and support of network management software.

3. Network security requirements.

4. Management of multiple types of servers, including E-mail, Web, Network Monitoring, Disaster Recovery, File, Print, and Database servers.

5. Writing technical documentation.

6. Interpersonal relationship techniques.

Skills and Abilities:

1. Establish and maintain cooperative working relationships.

2. Develop and maintain interoperable network and telecommunications systems and ensure network and data security.

3. Continuously evaluate new technologies as they apply to district needs.

4. Analyze complex network telecommunications issues or problems, evaluate alternative solutions, and make sound recommendations.

5. Analyze and define user problems and/or requirements and develop efficient, cost-effective network systems solutions, while communicating options and ramifications to stakeholders.
6. Plan, design, install, troubleshoot, and repair LAN, WAN, and telecommunication hardware and software, and fiber and copper media.

7. Assist in developing and interpreting departmental policies and procedures, within District quality guidelines, and see that they are clearly communicated and carried out.

8. Manage, assign, and schedule technical staff working at multiple locations.

9. Organize, plan, cost, and complete network development projects efficiently in accordance with District quality standards and within given budget constraints.

10. Communicate complex technology issues clearly orally and in writing, and make effective oral presentations.

11. Manage multiple networking projects simultaneously.

Education and Experience:

1. Bachelor’s degree in an area that relates to the requirements of the position.

2. Four (4) years of full-time experience analyzing, designing, planning, installing, operating, and managing local and wide-area networks and telecommunications equipment.

3. Demonstrated increasingly responsible project management experience with supervision of subordinate network specialists.

4. Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students and personnel.

Licenses and Certificates:

1. Current or recent Network related certification or training strongly preferred.

Working Conditions:

1. Typical office environment.

Date Approved: 6/11/13
Salary Range: M 30
EEO Category: 2B1 - Executive/Administrative/Managerial