

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: SUPERVISOR - NETWORK & TECHNICAL SUPPORT SERVICES

BASIC FUNCTION:

Under the direction of the Manager-Network & Technical Support Services, organize and direct the activities and operations of the technical support team; assure issues related to implementation and support of information technology at the County Office are addressed efficiently and effectively; train and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Organize and direct the activities and operations of the technical support team; conduct meetings to review ongoing issues and projects; work individually or in groups with team members to provide direction, assist with technical issues, guide project planning and facilitate customer interactions.

Configure network devices and software including routers, switches, security devices and others; configure routers and switches for County Office sites and district customers; configure and maintain network monitoring tools.

Monitor and analyze technical support effectiveness, efficiency and customer satisfaction; utilize appropriate system to manage customer requests for technology support; assure appropriate resources are applied to meet customer needs.

Train and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions.

Troubleshoot network performance issues; analyze and resolve customer problems with network performance.

Design network systems as needed; determine appropriate cable installations; network equipment, addressing schemes and traffic routine to meet the needs of school sites.

Analyze network utilization; provide customers with recommendations for proactive bandwidth upgrades.

Prepare and maintain a variety of reports, records and files related to personnel and assigned activities; create and maintain server and network documentation including diagrams, spreadsheets and related documentation; manage maintenance agreements, support contracts and software licensing.

Review proposed technology purchases; identify, evaluate and procure new hardware and software products; identify necessary components and participate in the preparation of purchasing documents.

Provide technical information and assistance to the Manager regarding assigned functions; assist

in the formulation and development of policies, procedures and programs; participate in the long-term planning processes for County Office network infrastructure.

Communicate with administrators, personnel and outside organizations to coordinate activities, resolve issues and conflicts and exchange information; communicate and meet with vendors to evaluate potential acquisitions, identify technology solutions, troubleshoot problems with existing installations and negotiate contracts and purchases.

Plan and support the network providing internet access to the County Office and its districts.

Operate a computer and assigned software programs; operate other office equipment as assigned.

Attend a variety of meetings as assigned; participate on assigned teams and committees; conduct user group and other meetings.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Networking concepts and technologies including TCP/IP, routing protocols, server operating systems, Cisco IOS, NAT and others.
- Wireless LAN configuration, implementation and maintenance.
- Organization and direction of operations and activities related to the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems.
- Principles, methods and procedures of operating computers, networks and peripheral equipment.
- Policies and objectives of assigned programs and activities.
- System utilities and design and program applications.
- Materials, methods and tools used in the operation and repair of computer systems.
- Advanced knowledge of software programs.
- Computer hardware systems and software applications utilized.
- Principles and practices of supervision and training.
- Record-keeping and report preparation techniques.
- Interpersonal skills using tact, patience and courtesy.
- Oral and written communication skills.
- Technical aspects of field of specialty.

ABILITY TO:

- Organize and direct the activities and operations of the technical support team
- Oversee and participate in the planning, design, set-up, development and modification of computer and network systems.
- Train and evaluate the performance of assigned personnel.
- Prioritize installation, maintenance and repair needs.
- Supervise the design, installation, operation, maintenance and repair of LANs and WANs.
- Assure proper installation of server and work station software.

- Research and establish communication with existing networks in the Internet.
- Provide consultation to personnel and others concerning computer/network systems, equipment and malfunctions.
- Plan and organize work.
- Meet schedules and time lines.
- Work independently with little direction.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Maintain records and prepare reports.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in computer science or related field and four years increasingly responsible experience in computer network design and installation.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor environment.

Driving a vehicle to conduct work:

PHYSICAL DEMANDS:

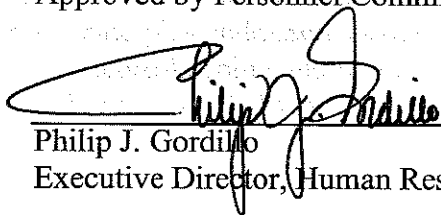
Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information.

Seeing to read a variety of materials.

Sitting for extended periods of time.

Approved by Personnel Commission: June 23, 2011


 Philip J. Gordillo
 Executive Director, Human Resources

7/01/11
 Date