

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: MANAGER - NETWORK & TECHNICAL SUPPORT SERVICES

BASIC FUNCTION:

Under the direction of the Director III-Information Systems, plan, organize and direct the activities and operations of the network and technical support unit in the Information Systems Center (ISC) of the Technology Services Branch (TSB); prepare and maintain the network and technical support unit budget and expenditures; assure issues related to implementation and support of information technology at the County Office are addressed efficiently and effectively; supervise and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Plan, organize and direct the activities and operations of the network and technical support unit of the ISC; 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; develop goals and objectives for the unit and department.

Plan, design, install, configure, maintain, upgrade, troubleshoot, tune and support local and wide area networks, servers, operating systems, applications, email messaging systems and telephony systems; 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.

Direct the operations of data & voice and telecommunications systems; assure the delivery of efficient and effective communications services and accurate call accounting; monitor additions, modifications and major repairs of telecommunication systems.

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

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

Develop and prepare the annual preliminary budget for the network and technical support unit; analyze and review budgetary and financial data; control and authorize expenditures in accordance with established limitations; identify, plan and manage capital outlay budget.

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 routing 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 assigned personnel and 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 prepare related purchasing documents.

Provide technical information and assistance to the Director regarding assigned functions; assist in the formulation and development of policies, procedures and programs; participate in long term planning processes for County Office network infrastructure.

Communicate with administrators, other County Office 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, IPv4, IPv6, DNS, routing protocols, Cisco IOS, Network Address Translation (NAT) Virtual Private Networks (VPN) and others. Network security systems and technologies including firewalls, content filtering, encryption, certificate management, and others.

Current broadband data communications technologies.

Messaging and email archiving systems.

Telephony including VoIP with emphasis on knowledge of Cisco Unified Communications systems.

Server operating systems and server technologies including Windows and UNIX systems, and directory services including Microsoft Active Directory and Group Policy.

Storage and backup concepts and technologies.

Virtualization concepts and technologies.

Desktop management and deployment including imaging procedures and inventory systems.

Wireless network 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.

Budget preparation and control.

Principles, methods and procedures of operating computers, networks and peripheral equipment.

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 administration, 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:

Plan, organize and direct the activities and operations of the network and technical support unit of the ISC.

Organize and direct the activities and operations of the network and 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.

Manage the design, installation, operation, maintenance and repair of LANs and WANs.

Assure proper installation of server and work station software.

Provide consultation to County Office personnel and others concerning computer, network, and telecommunication systems equipment and malfunctions.

Plan and organize work.

Meet schedules and timelines.

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 five years increasingly responsible experience in computer network design and installation including two years in a supervisory capacity.

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; revised August 20, 2014



Sheila Lopez, Director
Classified Personnel Services

August 20, 2014

Date