



## Job Description

**JOB TITLE:** Manager, Network Operations

**PAY GRADE:** CS 19

**LAST REVISED:** May 2017

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under administrative direction of the Chief Technology Officer, directs, manages, supervises and coordinates database and systems administration functions for the District; coordinates the activities of systems and database administration staff with other divisions and departments.

**REPRESENTATIVE DUTIES** - *The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Assumes management responsibility for the technology infrastructure including hardware, software, operating systems, voice communications, and network upgrades; recommends, establishes, and enforces systems standards, methods, and procedures.
2. Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommends and administers policies and procedures.
3. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures, establishes and reports on service delivery performance metrics, and recommends and implements, within departmental policy, appropriate service delivery improvements and staffing levels.
4. Plans, directs, coordinates, and reviews the work plan for systems and database administration staff; assigns work activities, projects, and programs; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.
5. Selects, trains, motivates, and evaluates systems and database administration and other Department personnel, as assigned; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
6. Oversees and participates in the development and administration of the department's annual budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.
7. Prioritizes projects using established criteria; determines time and cost estimates; assigns optimal resources for projects and develops project timelines; modifies resources and/or timelines as necessary and appropriate; evaluates project alternatives; prevents or resolves project problems; performs post-implementation evaluation of projects.
8. Develops and assures compliance of procedures for maintenance, support, and security of systems; serves as consultant on various projects; reviews and inspects work related to Server, LAN, and WAN design, development, implementation, and operations; resolves service problems and

## Job Description

communicates with users to determine immediate and future needs.

9. Develops and presents plans to users and managers individually and through group presentations; oversees and develops functional specifications and requests for proposals; coordinates upgrades to video, voice, and data communication, network, servers, peripheral equipment, software and databases.
10. Maintains accurate and complete business records and system documentation; develops and documents systems back up and disaster recovery procedures and resources; develops and maintains contracts with utility companies, vendors, Federal, State, and local regulatory offices, college staff, and counterparts in other colleges; prepares bid documents; prepares status and progress reports.
11. Develops, verifies, and monitors procedures to maintain security and integrity of data in District databases; supervises security program and operations; assures required data files and databases are backed-up according to established procedures; provides back-up for operating system software.
12. Administers District electronic e-mail; archives e-mail documents; reorganizes user accounts, folders, and drawers for optimal configuration.
13. Serves as the liaison for database and systems administration operations with other divisions and departments; negotiates and resolves sensitive and controversial issues.
14. Serves as staff on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.
15. Attends and participates in professional group meetings; maintains awareness of new trends and developments in the field of information technology, database and systems administration; incorporates new developments as appropriate.
16. Nurtures strong relationships with customers and peers through effective listening and verbal communication skills to assure accurate understanding of the needs and perspective of customers, and appropriately convey expectations and status.
17. Performs related duties as required.

**MINIMUM QUALIFICATIONS** - *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

- Operational characteristics, services and activities of database and systems administration functions.
- Video, voice, and data communication concepts, protocols, and standards.
- Procedures and practices of network design, installation, configuration, repair, and maintenance.
- Configuration and interoperability of desktop computers, servers, networking, web-tier applications and integration of the above with host computers and 3<sup>rd</sup>-party applications..
- Network operating systems, architecture, and equipment.
- Information and network security best practices, intrusion prevention, and security incident response
- Features, installation, and management of inter/intranet/Web, cloud services, groupware, and enterprise applications.
- Principles and practices of program development and administration.

## Job Description

- Methods and techniques of project management.
- Principles and practices of database management.
- Principles and practices of supervision, training, and performance evaluation.
- Principles and practices of budget preparation and administration.
- Principles of supervision, training, and performance evaluation.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Principles of business letter writing and basic report preparation.
- Pertinent federal, state, and local laws, codes, and regulations.

### **Ability to:**

- Oversee and participate in the management of a comprehensive database and systems administration program.
- Oversee, direct and coordinate the work of lower level staff.
- Select, supervise, train and evaluate staff.
- Participate in the development and administration of goals, objectives, and procedures.
- Prepare and administer large program budgets.
- Consult with and advise interested parties on a variety of subject matter areas translating technical data processing terms into everyday language.
- Troubleshoot and isolate faults in computer software and hardware systems.
- Analyze user needs and formulate and present technical recommendations.
- Design and implement data back-up, security and recovery plans.
- Develop effective systems maintenance procedures.
- Reason logically and creatively and use a variety of analytical techniques to resolve problems.
- Perform accurate mathematical and algebraic calculations.
- Plan and organize work to meet changing priorities and deadlines.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, analyze and evaluate new service delivery methods and techniques.
- Interpret and apply federal, state and local policies, laws and regulations.
- Operate office equipment including computers and supporting word processing, spreadsheet and database applications.
- Communicate clearly and concisely, both orally and in writing with the ability to listen well and communicate tactfully.
- Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

### **Education/Training:**

A Bachelor's degree from an accredited college or university with major course work in computer science, information technology or a related field.

### **Experience:**

Five years of increasingly responsible database and systems administration experience including two years of administrative and supervisory responsibility.



## Job Description

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT** - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; repair and install cables utilizing finger dexterity; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

**Hearing:** Hear in the normal audio range with or without correction.