

NETWORK SYSTEMS MANAGER

DEFINITION:

Under general direction of the Director of Information Services, designs, recommends acquisition of, installs, oversees operation of, troubleshoots, repairs, and maintains network systems, data bases and application(s) used throughout the District; responsible for network security; assumes and performs related work as necessary or required.

CLASS CHARACTERISTICS:

This single incumbent class is responsible for coordinating acquisition, installation, operation and maintenance of the information systems network, including coordinating/overseeing the work of District technical staff and that of outside consultants to deliver existing and emerging information technology to students and staff throughout the District.

EXAMPLES OF DUTIES:

Manage network systems, wide area networks, and local area networks including installation, configuration of file and print services, routers, hubs, and network management tools, firewall and wireless network systems from the routers/servers to the desktop computers; *E*

Designs and implements network security provisions to protect the District information system from external or internal intrusion; *E*

Uses a variety of data communications, network diagnostic programs, and test equipment to troubleshoot and correct network and information systems problems; *E*

Provides direction and training to Information Services technicians in using network tools to configure and repair operating systems on individual work stations; *E*

Assigns network privileges to individual site system managers and users including access to applications programs and Internet and e-mail accounts; *E*

Provide implementation, security, and on-going support of the student database application program (currently the Aeries System); *E*

Implement vendor provided revisions to the student database application program; *E*

Assist administration by extracting and reconfiguring student data to meet specific requirements for federal, state, and district reports; *E*

Troubleshoot and corrects problems with the student database application program as necessary; *E*

Develop, implement, and revise anti-intrusion, anti-spamming and content filtering strategies in compliance with federal, state and district requirements; *E*

E denotes an essential function of the job.

Advise and consults with the Director of Information Services as to the appropriate software and hardware configurations to support current and long-range District plans and objectives; plan, oversee, and assist in designing and implementing District wide network sub-system to support wireless communications integrating voice, video, and data traffic with the existing network infrastructure; *E*

Perform on-site installation, preventive maintenance, troubleshooting and repair of network and related peripheral equipment, telecommunications equipment, and microcomputers; *E*

Contact vendors to schedule equipment delivery and/or maintenance;

Recommend software acquisition, support services and alternative repairs for the District network systems;

Facilitate communication between end-users and vendors;

SUPERVISION:

Receives general direction from the Director of Information Services.

Not responsible for direct supervision of other employees. Provides leadership, direction and coordination of Information Services technical staff, coordinates and/oversees the work of outside contractors providing required services.

MINIMUM QUALIFICATIONS:

Knowledge of:

The OSI (Open Standards Implementation) model;

TCP/IP protocols (Transport Control Protocol/Internet protocol);

Network Operating Systems for Novell (Novell Directory Services) and Microsoft (MS Active Directory)

routers and servers;

Standard operating systems for desktop and laptop personal computers;

Standard diagnostic and general utilities for the NetWare operating systems, Cisco routers & servers and

desktop computers;

Database application software for in-house custom database solutions; various office application programs

(i.e., WordPerfect, MS Word, Excel, Access, Aeries), Internet browser software; E-mail clients;

Bi-Tech and other software programs used by District personnel;

Hypertext Transfer Protocol (HTTP);

E-mail Pop3 servers;

Methods of effectively training technicians and users in computer and network capabilities/functions;

Modern office practices, record keeping;

Correct English usage.

Ability to:

**Troubleshoot network equipment, microcomputers, telecommunications equipment and related peripherals;
Diagnose and resolve hardware/software problems including system maintenance;
Operate network, telecommunications, and microcomputer diagnostic utilities;
Prepare appropriate data cables to meet the needs of the user, including modem cabling, serial printer cabling, etc.;**

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Ability to: (continued)

**Troubleshoot MS Word & WordPerfect family of software and Aeries student information database and other software applications;
Oversee and develop queries to retrieve pertinent student and personnel information from District databases;
Understand and carry out oral and written instructions;
Establish and maintain effective working relationships with a variety of users.**

EDUCATION AND EXPERIENCE:

Graduation from a four year college or university with a degree in Computer Science, Information Technology or related field or any combination of education and experience equivalent to graduation from an accredited college or university with a degree in computer science, including advanced coursework in network management. Five years of increasingly responsible directly related computer systems operations experience.

LICENSES REQUIRED:

Possess and maintain a valid California Driver License.

Certification as a Novell Engineer (CNE), or Microsoft Certified Systems Engineer (MCSE), or certification in Cisco is desirable.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Frequently sits and stands; safely lifts, carries, and pushes objects weighing up to 50 pounds, occasionally lifts over 50 pounds; occasionally walks, stoops, bends and reaches over head; repetitively uses fingers on both hands simultaneously; visual acuity sufficient to see small details in an office environment and normal distance and color vision; hearing and verbal communication sufficient to understand and be understood in routine business conversation. Drives a vehicle and uses a variety of computer and telecommunication equipment. Has direct contact with students and other district staff. Frequently works with high volumes and tight deadlines without direct guidance from supervisor. Employment is contingent upon passing a physical examination and back evaluation test.

Revised as Network Telecommunications Technician 11/96

Last Revised 3/16/04

Revisions effective 3/13/08