Network Systems Manager

JOB SUMMARY:

Under general direction of the Director of Information Technology, applies advanced computer networking knowledge and skills to maintain, upgrade, and secure a complex Local and Wide Area network. Acts as a technical liaison on behalf of the District to outside consultants and product vendors.

CLASS CHARACTERISTICS:

This single incumbent class works closely with the Director of Information Technology to evaluate and analyze Systems architecture, design, hardware, and software that best meets the needs of District. Works with the District's technical staff, outside consultants, vendors, and District certificated staff to deliver contemporary and innovative technology services.

REPRESENTATIVE DUTIES:

The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this classification.

Essential Duties:
- Manage Local and Wide area network to deliver file, print, and Internet access services in an efficient and secure manner that does not detract from ease of use of network services on the part of students, teachers, and other District support staff;
- Design and implement computer network security including the evaluation and implementation of intrusion detection software, access privileges, server, and end point hardening;
- Use Microsoft Power Shell and other scripting methods for bulk changes in student user account provisioning in Active Directory as well as Google for Education;
- Use a variety of software or hardware tools to diagnose, troubleshoot, and resolve communications, data, and network related issues;
- Collaborate and work with Information Technology personnel to configure and troubleshoot work station issues, imaging technologies, and Virtual Desk Infrastructure;
- Develop, implement, and revise strategies in compliance with federal, state, and District requirements;
- Advise and consult with the Director of Information Technology to provide technology services districtwide that are innovative, easy to use, always available, and secure. Support current and long-range technology goals and objectives;
- Perform on-site installation, preventive maintenance, troubleshooting, and repair of network and related peripheral equipment, telecommunications equipment, and microcomputers;

Other Related Duties:
- Contact vendors to schedule equipment delivery and/or maintenance;
- Be current with new innovations in technology and how they can benefit the District;
- Facilitate communication between end-users and vendors;
- Research and evaluate new technology products, systems/networks, and make appropriate recommendations.

SUPERVISION:

Receives general direction from the Director of Information Technology. Not responsible for direct supervision of other employees. Provides leadership, direction, and coordination of outside contractors providing required services.

MINIMUM QUALIFICATIONS:

Knowledge of:
- Thorough understanding of Open Standards Interconnect (OSI) model with regards to Transport Control Protocol/Internet protocol (TCP/IP);
- Systems and end point management software such as Microsoft System Center Configuration Manager (SCCM) and IBM BigFix;
- Thorough understanding of Windows Active Directory, Windows 10, etc.
- Virtualization and cloud technologies both VMware and Hyper-V;
- General utilities and diagnostics including routers ,servers, and desktop computers and switches such as HP Intelligent Management Center (IMC), and AirWatch;
- Scripting, Storage Area Networks, Voice over Internet Protocol (VoIP);
- Security and patch management;
- Google Admin Console (G Suite) to manage Chromebooks;
- Mobile Device Manager (MDM) (AirWatch) to manage mobile devices such as Apple iOS, Android;
- Database application software for in-house custom database solutions; various office application programs (i.e., Microsoft Word, Excel, Access, Aeries), Internet browser software; E-mail clients; Bi-Tech; Hypertext Transfer Protocol (HTTP); and other software programs used by District personnel;
- Maintenance and usage of all aspects of Office 365 E-mail system that is synchronized with on premise Active Directory; proficiency in scripting methods for bulk changes in E-mail distribution lists and account provisioning;
- Effective system backup and recovery strategies for recovering from Ransomware attack;
- Methods of effectively training technicians and users in computer and network capabilities/functions;
- Modern office practices, record keeping;
- English usage, spelling, grammar, and punctuation.

Ability to:
- Troubleshoot network equipment, microcomputers, telecommunications equipment and related peripherals;
- Visualize, design, develop, and deploy solutions for large networks;
- Design, develop, and implement security solutions;
- Design a comprehensive backup plan for backing up a large virtual infrastructure; leverage the backup system for effective disaster recovery plan. Use best practices for placement of backup hardware and software such that original data and workloads are not compromised;
- Diagnose and resolve hardware/software problems including system maintenance;
- Document all changes to the District network system; maintain change logs;
- Design network disaster recovery procedures;
- Understand and carry out oral and written instructions;
- Establish and maintain effective interpersonal relationships using tact, patience and courtesy in a manner that reflects positively on the District.

EMPLOYMENT STANDARDS:

Education:
- Bachelor's degree in Computer Science, Information Technology, Computer Engineering, or related field from an accredited college or university.
- Security related coursework, as well as certifications, highly desirable.

Experience:
- Minimum five (5) years of increasingly and demonstrated experience and references in designing, implementing and managing a large, complex network system.
- Minimum five (5) years of experience managing software databases and applications.

Licenses Required:
- Possess and maintain a valid and appropriate California Driver License.
- Microsoft Certified Systems Engineer (MCSE) is desirable.
- Cisco Certified Network Associate (CCNA) or equivalent certifications are desirable.

PHYSICAL DEMANDS, WORKING ENVIRONMENT, AND HAZARDS:

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment:
Has direct contact with students and other district staff. Frequently works with high volumes and tight deadlines without direct guidance from supervisor.

Physical Demands:
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. Employment is contingent upon passing a physical examination and back evaluation test.

SALARY RANGE
Range 50
Classified Bargaining Unit

Revised as Network Telecommunications Technician 11/96
Revised 3/16/04, 3/13/08
Job Description Review and Revisions Effective 4/10/14
Revisions effective 7/12/18