



For the future of every student

CLASS TITLE: NETWORK AND SYSTEMS MANAGER

BASIC FUNCTION:

Under the direction of the Director-Information Technology Services, lead, manage and represent the Systems Team of the Information Technology Services (ITS) department; plan, organize, direct, control, perform and document activities related to the proper implementation, operation, monitoring, administration and maintenance of the District's information technology infrastructure; coach, train, supervise and assess the performance of assigned personnel and the ITS Systems Team in general; train and consult with staff and customers on information technology issues; assure the smooth, efficient and proper integration of hardware and software technologies; support the use of information technology by District departments and customers; recommend and implement changes to accomplish increased system productivity and efficiency; evaluate new technology and screen purchases for system compatibility.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Monitor and maintain system security.

Plan, organize, direct, control, perform and document activities related to the proper implementation, operation, monitoring, administration and maintenance of the District's information technology infrastructure including servers, switches, personal computers, network and others.

Direct and participate in analysis, evaluation, testing, training and other activities to assure the smooth, efficient and proper integration of hardware and software technologies for District information technology infrastructure.

Supervise and evaluate the performance of assigned personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; coordinate subordinate work assignments and review work to assure compliance with established standards, requirements and procedures; provide leadership and training activities for assigned personnel.

Assist the Director in defining, developing, documenting and implementing department policies, standards, goals and objectives.

Plan and direct system software generations and maintenance.

Analyze, advise and coordinate activities and operations with applications, operations, and management personnel in developing and adopting concepts and the use of modern operating systems, software and hardware.

Advise and assist ITS staff in the diagnosis and correction of complex software and hardware problems.

Oversee and coordinate the design, implementation and maintenance of District networks.
Coordinate repair, support issues and activities between users, vendors and the department.

Oversee the maintenance and operation of the work order system.

Determine standard image configurations for personal computers.

Install new products on the system; learn and master applications; produce and configure software on new systems.

Evaluate new hardware, software, operating systems, procedures and techniques.

Assist in the development of bid specifications and assist with hardware and software purchases.

Evaluate the on-going performance of operating systems and related hardware, software and data communications systems.

Recommend and implement changes to accomplish increased system productivity and efficiency.

Direct system-level data integrity, backup, data recovery and security; assure data and hardware integrity and provide for reconfiguration as required.

Manage the utilization of system resources such as disk space, processor time, and processor and communications priorities.

Communicate with vendors, District staff, users and department staff to discuss systems capabilities, requirements, enhancements and malfunctions; answer technical questions regarding hardware and software.

Operate a variety of computer hardware and software, servers, microcomputers, terminals, printers, diagnostic tools, data traps and utilities.

Prepare and maintain a variety of records, documentation and reports related to assigned system hardware and software activities, operations, projects and personnel.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Advanced design and operation of operating systems and related hardware and software.

System analysis, design and management techniques.

Principles and practices of administration, supervision and training.

Modern hardware and software concepts and terminology, including LANs, WANs, servers and operating systems.

Complex data communication and networking protocols, configurations and linkages.

Technical aspects of the systems design and programming field.

Department and program objectives and goals.

Software licensing requirements and restrictions.

Computer software applications and languages utilized by the District.

Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Plan, organize and direct activities and operations to assure the proper operation and maintenance of computers from PCs to servers.

Assure the smooth, efficient and proper integration of hardware and software technologies.

Implement, maintain and administer hardware and software infrastructure.
Assign, prioritize and review work of subordinates.
Supervise, train and evaluate the performance of assigned personnel.
Evaluate the on-going performance of the operating system and related hardware, software and data communications systems and recommend and implement changes to accomplish increased system productivity and efficiency.
Diagnose complex software and hardware problems and malfunctions.
Provide technical input and recommendations for new system configuration and features.
Serve as technical resource to users in the use of computers and related equipment.
Meet schedules and time lines.
Read, interpret, apply and explain technical issues and procedures.
Maintain current knowledge of technological advances in the field.
Analyze situations accurately and adopt an effective course of action.
Operate computers and peripheral equipment properly and efficiently.
Work independently with little direction.
Establish and maintain cooperative and effective working relationships with others.
Maintain regular and consistent attendance.

EDUCATION AND EXPERIENCE:

Any combination equivalent to sufficient experience, training and/or education to demonstrate the knowledge and abilities listed above. Typically, this would be gained through: bachelor's degree in information technology related field which would include course work in operating systems, programming and computer architecture or five years of in-depth experience with complex systems analysis, design, implementation, operations, administration, maintenance.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office and Information Technology environment.
Occasionally subject to noise from office and computer operations.
Driving to various sites to conduct work.

PHYSICAL DEMANDS:

Sitting for extended periods of time.
Seeing to observe monitor and to respond to computer malfunctions.
Hearing and speaking to communicate with users.
Dexterity of hands and fingers to operate keyboard.
Bending, kneeling and reaching.
Lifting up to 50 pounds to work with computer and network equipment.