



## PERSONNEL COMMISSION

Class Code: 5243  
Salary Range: 46 (M2)

### NETWORK SERVICES MANAGER

#### JOB SUMMARY

Under administrative direction, plan, analyze, design, implement and manage the District's information systems and cloud-based services including Voice-over-Internet Protocol (VoIP); develop and implement methods to assure the security and integrity of privileged and sensitive data; supervise and evaluate the performance of assigned staff; perform related duties as assigned.

#### EXAMPLES OF DUTIES

*The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.*

- Serve as the District's network administrator; research, develop and prepare policies and procedures relating to network operations and cloud-based services, security and controls such as user access and designing infrastructure administration and protocols. **E**
- Establish and implement technology system strategies and visions; assure compliance with applicable laws, codes, rules, and regulations; coordinate compliance activities and liaison with regulatory agencies. **E**
- Develop and implement methods to assure the security and integrity of privileged and sensitive data including student data, budget, payroll, personnel, and financial information; assess acceptable risk levels. **E**
- Monitor and evaluate system performance issues; troubleshoot and resolve escalated network outages and security issues; adjust network efficiency to provide the best possible performance; coordinate incident response activities and staff. **E**
- Monitor and analyze critical network information systems and cloud-based services; troubleshoot and resolve firewall configuration and performance issues; create and apply new firewall rules or modify existing rules to accomplish new business or instructional requirements. **E**
- Design and implement enterprise data backup, archiving and recovery options and Disaster Recovery/Business Continuity (DR/BC) strategies; monitor database backups; recover data as required to assure integrity of databases and application systems; assure security of network equipment and facilities. **E**
- Assure the secure implementation of technology system updates and migrations with minimal levels of system downtime, customer interruption and proper security of data; provide technical direction and training to staff regarding projects, new technologies and upgrades. **E**
- Research, evaluate and recommend new and emerging technologies for adoption into District systems to improve performance efficiency; oversee the testing, deployment and operationalization of new technologies and procedures. **E**

- Develop technical and operational procedures to implement and support hardware and software components of the District's information systems including cloud-based services, Voice-over-Internet Protocol (VoIP), instructional software, custom applications, workstations, servers and infrastructure components. ***E***
- Plan, write and maintain documentation for information technology standards, procedures and definitions and application system procedures and guidelines; maintain the enterprise network security policy and remote access standards and guidelines. ***E***
- Write and review specifications, bids and request for proposals to assure technical requirements and standards are met; make presentations and provide recommendations to management regarding the purchase of equipment and systems ***E***
- Communicate with administrators, vendors, service providers, staff and other outside organizations to coordinate activities and programs, schedule work, resolve issues and exchange information; provide work direction to contractors; review completed work and work in progress for accuracy. ***E***
- Supervise and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignments, termination and disciplinary actions. ***E***
- Provide technical expertise and information to the Executive Director, Information and Technology Systems regarding assigned functions and participate in the formulation of strategies, policies, procedures and programs; advise the Executive Director of unusual trends or problems and recommend appropriate corrective action. ***E***
- Participate in developing the District's long-range technology strategic plans; serve on or chair assigned steering committees. ***E***
- Participate in the identification of needs and development of proposals to obtain funding for projects as requested under federal, State and local programs such as E-Rate. ***E***
- Prepare and maintain of a variety of records and files and prepare reports related to assigned activities; prepare data for a variety of reports. ***E***
- Attend and participate in a variety of meetings, workshops, conferences and trainings to maintain current knowledge of emerging technology trends; make presentations regarding assigned activities. ***E***
- Operate a variety of office equipment including a computer and assigned software; drive a vehicle to conduct work and visit sites; remain on call for after-hours emergencies. ***E***
- Perform related duties as assigned.

*Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.*

**DISTINGUISHING CHARACTERISTICS**

A Network Services Manager plans, analyzes, designs, implements and manages the District's network infrastructure, servers, data storage and information systems to support instructional technology, enterprise business and departmental applications as well as assuring the security of the District's data and processes. An incumbent manages the development, preparation and issuance of policies and procedures relating to technology operations, data security and controls, and provides advanced technical support for the District's technology systems to resolve escalated system outages, performance and security issues.

**EMPLOYMENT STANDARDS****Knowledge of:**

Principles and practices relating to the design and administration of large, multi-platform, multi-location Local and Wide Area computer networks.

Firewall system design and implementation.

Network and server systems such as Cisco Network Equipment, Microsoft Windows Server systems, storage area network and fiber infrastructure.

Enterprise cybersecurity standards and practices including ISO 27001.

Principles and practices of data security for auditing and authorization.

Cloud-based informatics solutions.

Virtual server technologies; infrastructure scripting tools, internet protocols and web services.

Principles of administration, supervision and training.

Applicable laws, codes, rules and regulations.

Strategic planning and project management techniques.

Public speaking techniques.

Operation of a computer and assigned software.

Record-keeping and report preparation techniques.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

**Ability to:**

Develop and prepare policies and procedures relating to system operations, data security and controls.

Develop and maintain technical and operational procedures to implement and support hardware and software components of the District's internal and cloud-based systems.

Plan and execute the selection, testing, configuration and installation of information systems and equipment.

Assure the security and integrity of privileged and sensitive data.

Monitor and evaluate system performance issues.

Monitor computing resource utilization, patch management, security posture and user administration.

Create and maintain documentation and processes for troubleshooting, maintaining, and configuring systems.

Research, evaluate and recommend new and emerging technologies.

Troubleshoot and resolve firewall configuration and performance issues.

Assure compliance with applicable laws, codes, rules and regulations.

Analyze situations accurately and adopt an effective course of action.  
Supervise and evaluate the performance of assigned personnel.  
Communicate effectively both orally and in writing.  
Establish and maintain cooperative and effective working relationships with others.  
Prepare and deliver oral presentations.  
Maintain confidentiality of sensitive and privileged information.  
Maintain current knowledge of technological advances in the field.  
Plan and organize work.  
Operate a computer and assigned software.

**Education and Training:**

Bachelor's degree in computer science, information technology, management information systems or a related field.

A current professional network certification by a recognized vendor is highly preferred.

**Experience:**

Four years of supervisory or management experience involving network and application systems administration and support in a multi-server, multi-location environment. Experience in an educational environment is preferred.

Two years of additional experience may be substituted for two years of the required education.

Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

**SPECIAL REQUIREMENTS**

Positions in this class require the use of personal automobile and possession of a valid California class C driver's license.

**WORKING ENVIRONMENT**

Office environment.  
Driving a vehicle to conduct work.  
Evening and variable hours.  
Emergency call out.

**PHYSICAL DEMANDS**

Dexterity of hands and fingers to operate a computer keyboard.  
Seeing to read a variety of materials.  
Sitting or standing for extended periods of time.  
Hearing and speaking to exchange information in person and on the telephone.  
Bending at the waist, kneeling or crouching.  
Reaching overhead, above the shoulders and horizontally.

*AMERICANS WITH DISABILITIES ACT*

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

**APPOINTMENT**

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of one year during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

PCA: 4/13/2017