

MODESTO CITY SCHOOLS
JOB DESCRIPTION
MANAGER-NETWORK SYSTEMS

DEFINITION:

Under the direction of the Senior Director-Information & Technology Services, plan, organize and direct the activities and operations of the District's Network Systems hardware, software and peripheral devices; design and implement network technologies in a distributed enterprise network environment; support and maintain the District network, server, and software infrastructure and related services; train, supervise and evaluate the performance of assigned personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Plan, organize and direct the activities and operations of the District's Network Systems department; participate in the development and implementation of departmental policies and procedures.
- Design, implement, evaluate and administer the District wired and wireless network infrastructure systems that includes hardware, software and peripheral devices.
- Design, implement, evaluate and administer the District VoIP system.
- Maintain operating systems, utilities and application software; coordinate installations, upgrades and system modifications with Information Technology services staff; maintain employee portals; provide testing and debugging of software applications.
- Train, supervise and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions.
- Support the integration between applications and oversee migration of vendors and their applications to new operating systems and multiple server platforms.
- Coordinate the installation and maintenance of all servers, both physical and virtual, client stations and peripherals as required.
- Research and implement mandatory requirements and new enhancements.
- Collaborate with developers, programming staff and application specialist to troubleshoot application support problems and resolve issues related to network systems.
- Consult with administration, supervisors and others in developing system enhancements, procedures, and problems resolution for support staff and system users.
- Analyze operational, hardware and software problems and coordinate resolution with staff and vendor technical support.
- Develop and maintain emergency operations recovery plan, coordinating emergency procedures testing with users Information and Technology Service staff, vendors and service providers.
- Remain current with technology changes and hardware configurations.
- Provide telephone and email support to end-users for complex issues.
- Manage Active Directory and group policies.
- Design, implement, evaluate and administer user accounts and security measures for District hardware and software systems.
- Assist in the preparation of the network Systems department budget.
- Review network technology needs of the District and recommend appropriate hardware and software design solutions and recommendations for their purchase and installation.
- Design, test, and maintain client and server network configurations.
- Recommend, implement and administer network protective technology measures for the District network such as Enterprise backup systems, Antivirus, Antispyware, SPAM protection, Intrusion Detection Systems, bandwidth utilization devices and monitoring systems.
- Monitor, analyze and troubleshoot the performance of the District's wired and wireless networks.
- Coordinate the network and server related aspects of the Disaster Recovery Plan.
- Prepare and maintain a variety of reports, records and files related to personnel and assigned activities; maintain documentation on leased and billed network services.

- Communicate with administrators, personnel, vendors, service providers and outside organizations to coordinate activities, resolve issues and conflicts and exchange information.
- Attend and conduct a variety of meetings and in-service trainings as assigned.
- Drive a vehicle to conduct work.

OTHER DUTIES:

- Perform related duties as assigned.

REQUIRED QUALIFICATIONS:

Education and Experience:

- Any combination equivalent to: bachelor's degree in computer science, information management systems or a related field and three years of increasingly responsible experience working with enterprise wide networking environments.

Licenses and other Requirements

- Valid California Class C driver's license.
- Must provide DMV printout within five work days of offer of employment.
- Maintain participation in CA DMV Assessment System/Automatic Pull Program.

DESIRED QUALIFICATIONS:

- Five years of increasing responsibility in successful implementation of enterprise networks.
- CCNP-Cisco Certified Professional or equivalent certification.
- MCSA-Microsoft Certified Solutions Associate certificate.

Knowledge of:

- Design and implement network technologies in a distributed network environment.
- Principles and practices of supervision and training.
- Applicable laws, codes, regulations, policies and procedures.
- Interpersonal skills using tact, patience and courtesy.
- Operation of a computer and assigned software.
- Wide area networks interrelating to local area networks.
- Management and contract administration principles and practices.
- Data transmission through data networks including OSI model.
- Internetworking principles and techniques.
- Wireless networking.
- Voice over IP systems.
- Effective network and security practices and principles.
- Windows server operating systems and networking.
- Network management tools.
- Problem solving processes and techniques.
- Server virtualization strategies and applications.
- Oral and written communication skills.

Ability to:

- Train, supervise and evaluate the performance of assigned staff.
- Communicate effectively both orally and in writing.
- Interpret, apply and explain rules, regulations, policies and procedures.
- Establish and maintain cooperative and effective working relationships with others.
- Operate a computer and assigned office equipment.

- Analyze situations accurately and adopt an effective course of action.
- Meet schedules and time lines.
- Work independently with little direction.
- Plan and organize work.
- Prepare records and reports related to assigned activities.
- Collaborate with other technical personnel on highly sophisticated networked projects.
- Read, interpret and apply complex technical publications, manuals, and other documentation.
- Clearly document procedures and provide training for staff and users on implementation and operation requirements of the system.
- Work evening or variable hours
- Communicate effectively to both technical and non-technical users.

WORKING CONDITIONS:

Work Environment:

- Indoor/Office environment.
- Driving a vehicle to conduct work.
- Constant interruptions.
- Work evening or variable hours.

Physical Demands: The physical demands described here 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 functions.

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

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

Cabinet Approved: 3/13/12

Board Approved: 5/31/05, 7/30/12

FLSA Status: Exempt