

NETWORK SERVICES AND SYSTEMS SUPERVISOR

Purpose Statement

The job of the Network Services and Systems Supervisor is done for the purpose of planning, organizing, and supervising activities related to the implementation, maintenance, repair, and monitoring of enterprise wireless and wired network, server, and Cisco Internet telephony equipment within the District. Supervises the activities and operations of assigned staff, department, budget, and projects; provides technical expertise on matters relating to the assignment.

Essential Functions

- Supervises the day to day operations and activities relating to the District network operation center.
- Leads and participates in the design, installation, operation, maintenance and repair of Local Area Networks (LANs), Wide Area Networks (WANs), Storage Area Networks (SAN) and Enterprise Server Systems.
- Prioritizes installation, maintenance, and repair needs; coordinates assignments and establishes timelines; assures network services are available including internet access, e-mail systems, printing and network sharing.
- Resolves issues and restores service following system failures and outages as they relate to all enterprise applications.
- Supervises and participates in the installation, configuration, upgrading and operation of a variety of hardware, software, and equipment including cabling, servers, routers, switches, Cisco Internet telephony, and applications.
- Operates a variety of technical equipment including testers, meters, analyzers and a variety of hand and power tools; drives a vehicle to conduct work.
- Prepares and maintains a variety of records and reports related to projects, work orders, equipment, systems, personnel, financial activity and assigned duties; updates and maintains databases of equipment and users.
- Researches and evaluates new technologies for possible implementation within the District; provides technical advice concerning the purchasing and implementation of new technologies.
- Develops long and short range plans, budgets, preventative maintenance plans, etc. for the purpose of ensuring that department/district objectives are achieved.
- Reviews schedules, status reports and system specifications for the purpose of ensuring that the scope of projects is defined, and that department objectives are achieved within budget.
- Oversees department budget for the purpose of meeting objectives and ensuring compliance with department objectives and financial, legal and administrative requirements.
- Supervises assigned personnel (e.g. hiring, training, supervising, evaluating, providing professional development opportunities, etc.) for the purpose of maintaining adequate staffing, enhancing the productivity of personnel and ensuring department/program outcomes are achieved.
- Prepares reference, presentation, and administrative materials (e.g. plans, budgets, reports, analyzes, procedures, etc.) for the purpose of documenting activities, requests, and issues; providing audit references, and meeting compliance requirements.
- Responds to inquiries from a wide variety of internal and external sources for the purpose of providing technical support and expertise in answering questions and resolving issues.
- Participates in meetings, workshops, and seminars for the purpose of providing and conveying information identifying appropriate actions and developing recommendations.
- Maintains application procedures, database standards ,and naming conventions.
- Enforces security standards as they relate to application systems and database integration and use.

Other Functions

- Performs other related duties as assigned.

Job Requirements: Minimum Qualifications

Skills, Knowledge, and Abilities

SKILLS are required to perform multiple, highly complex, technical tasks with a need to periodically upgrade skills to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: planning and managing projects that range in size, complexity, and duration with high-level of attention to detail; operating standard and specialized equipment including utilizing pertinent software applications; overseeing program activities; preparing and maintaining accurate records; and administering policies and procedures.

KNOWLEDGE is required to perform algebra and/or geometry; review and interpret highly technical information; compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge required to satisfactorily perform the functions of the job includes: existing and emerging network technology, utilities, and methods related to the assignment; principles of system design, implementation, and maintenance; project management tools; and accounting/bookkeeping principles.

ABILITY is required to schedule a significant number of activities, meetings, and/or events; gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize a wide variety of types of job-related equipment. In working with others, problem solving is required to analyze issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific abilities required to satisfactorily perform the functions of the job include: providing leadership, direction, and team building; communicating with persons of varied educational and technology backgrounds; establishing and maintaining effective working relationships; meeting deadlines and schedules; setting priorities; working as part of a team; adapting to frequent interruptions and changing work priorities; and maintaining confidentiality.

Working Environment

The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The usual and customary methods of performing the job’s functions require the following physical demands: standing; walking; sitting; using hands to finger, handle or feel objects, tools or controls; reach with hands and arms; stoop; kneel; crouch; talk and hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and distance vision. The noise level in the work environment is usually moderate.

Education and Experience

Any combination equivalent to a Bachelor’s degree from an accredited college or university in Computer Science, Information Technology, Business Administration or related field and a minimum of five (5) years of experience in network management, wireless network design or systems administration and other network services. Experience in a large educational environment is preferred.

Required Testing

Non Specified

Certificates & Licenses

Valid California Driver’s License

Continuing Educ./Training

None Specified

Clearances

Pre-placement Physical Exam; TB Clearance; and Criminal Justice Fingerprint/Background Clearance.

Sweetwater Union High School District programs and activities shall be free from discrimination based on age, gender, gender identity or expression, or genetic information, sex, race, color, religion, ancestry, national origin, ethnic group identification, marital or parental status, physical or mental disability, sexual orientation; the perception of one or more of such characteristics; or association with a person group with one or more of these actual or perceived characteristics.” SUHSD Board Policy 0410