



# Sequoia Union High School District

## Job Description

<b>JOB TITLE:</b>	<b>Manager Data and Voice Network Services</b>
<b>ADMINISTRATIVE RELATIONSHIP:</b>	This Position reports to the Assistant Superintendent, Administrative Services
<b>CLASSIFICATION:</b>	Classified
<b>REQUIREMENTS:</b>	<p>Minimum Degrees/Credentials/Experience Required for Position</p> <p><b>Entry Level ( Management Level VIII):</b>            Demonstrates expertise in network systems management and a strong knowledge of operating a high availability messaging infrastructure. Hands on familiarity with appropriate network architecture designs and communication protocols. Minimum 5 years successful experience in a network and messaging environment. Experience with leading and managing teams required.</p> <p><b>Senior Level ( Management Level VII):</b>            Bachelor's degree in Information Technology, Computer Science or related field. Will have 10 years successful experience in network and messaging environment with five or more years working within the Sequoia Union High School District. As an alternative to direct Sequoia Union High School District experience, applicant may have equivalent industry experience which qualifies them for the position. Experience with leading and managing teams required.</p> <p><b>Physical Requirements:</b>            The physical abilities required of this classification may include the following:</p> <ul style="list-style-type: none"> <li>▪ Vision which can be corrected to a level sufficient to successfully read hand-written, typed and computer-generated information and data, as well as computer terminal displays.</li> <li>▪ Hearing and speech ability sufficient to enable communication by telephone and in person.</li> <li>▪ Manual dexterity sufficient to manipulate hand tools and to operate, adjust, clean, troubleshoot and repair computer and telecommunications equipment.</li> <li>▪ Physical ability to reach, bend, lift and carry 30 to 50 pounds.</li> <li>▪ Physical ability to ambulate within the working environment.</li> <li>▪ Physical ability to sit or otherwise remain stationary at work post for long periods of time.</li> </ul> <p><b>Other Requirements:</b>            Requires a valid California Driver's license and the willingness and ability to travel to various sites within the bay area.            Requires willingness and ability to work evening and/or weekend hours.</p>

<b>SALARY SCHEDULE:</b>	Management Salary Schedule – VIII / VII
<b>WORK - YEAR / HOURS:</b>	12 Months
<b>LOCATION:</b>	Various
<b>BOARD APPROVAL:</b>	

### **BRIEF DESCRIPTION OF POSITION**

Under general supervision of the Assistant Superintendent, Administrative Services, the Manager of Data and Voice Network Services will manage resources and perform technical duties related to the maintenance and operation of district LAN, WAN, telephone, messaging and communication systems. This includes but is not limited to such items as providing guidance and leadership to resources during hardware and software troubleshooting and problem resolution, user assistance, equipment installation, testing and maintenance; troubleshooting and maintaining the district's data and voice communications networks and other installed communication architectures and protocols including but not limited to e-mail and unified communications, and to perform related work as assigned.

### **DUTIES AND RESPONSIBILITIES**

The manager of data and voice network services exercises independent judgment within the framework of established policies and procedures. This class performs a variety of management, strategic planning, as well as specialized and technical functions related to the district's Wide-Area Network, Local-Area Networks, e-mail and telecommunications systems.

### **EXAMPLES OF DUTIES**

- Manages both direct and indirect resources in the monitoring and maintenance of the operation of district LAN, WAN, e-mail and telephone systems; assists resources with conducting routine diagnostic tests and makes site visits in response to user reports in order to investigate, define and resolve operating problems;
- Coordinates the installation and adjustment of e-mail, LAN, WAN and telephone cabling systems, switches, firewalls, routers, servers, telephone switches, microcomputers, peripherals and associated software;
- Guides resources in the editing, inputting and maintenance of network related security system files; provides oversight of adds/deletes of users and assigns rights within the data and voice network framework;
- Ensures the expeditious resolution of network-level communications problems to ensure users continuous access to all available networks.
- Lends expertise to resources in the performance of basic network equipment maintenance and repair; as well as performance of diagnostic tests to identify malfunctions and as an expert level resource either assists team members with major repairs/problems toward resolution or directs team members to appropriate source for correction when warranted; assists in reviewing network equipment for repair and replacement recommendations;
- Coordinates installation of upgrades to application software related to voice and data networks;
- Provides training, consulting and long term strategic planning to staff in the operation of LAN, WAN, e-mail and related equipment;
- Works with telecommunications providers to secure the highest quality products and services at the lowest cost.
- Ensures the proper and safe use, transportation, and storage of equipment;
- Maintains records and prepares reports related to network equipment, service and parts;
- Attends or delegates attendance to necessary accounting, curricular, construction or planning

meetings as invited.

- In concert with dedicated purchasing personnel, prepares technical specifications related to the network infrastructure necessary for all RFP's, RFQ's, and subsequent technology bids
- Manages direct and dotted line general technical and information technology employees as warranted.
- Evaluates all assigned direct reports and provides appropriate feedback on results for dotted line and additional project resources.
- Evaluates telecommunications system functioning and makes written recommendations on a regular basis for planned expansions / contractions / modifications in a fiscally responsible fashion.
- Manages the messaging system with a goal of zero down time.
- Recommends for approval and manages appropriate policies and guidelines to deliver a robust yet secure and efficient messaging environment.
- Manages the process to secure appropriate funding sources and discounts such as e-rate, CTF, CALNET, etc.
- Generates utilization reports and analysis for use in making appropriate short term and long term system performance and reliability decisions.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, capabilities and operations of operating systems, computer hardware, software, e-mail/messaging systems and peripheral devices related to local, wide-area, and telecommunications networks.
- Principles of local, wide-area, and telecommunications network design.
- Data transmission protocols
- Methods of network connectivity.
- Configuration and installation of both network hardware and network security systems.
- Tools, equipment, and procedures used in diagnosis, maintenance and repair of networks.
- Applicable laws, codes, regulations and policies, including security of data.
- Principles and practices of management and leadership, including work scheduling, personnel management, financial management, and strategic planning.
- General office practices and procedures.
- Policy and guidelines for the effective management of a messaging solution

### **Skill in:**

- Installing, adjusting and operating a variety of network system hardware and software.
- Troubleshooting network problems and taking appropriate corrective actions.
- Implementing network system activities and services
- Managing projects and developing action plans.
- Scheduling, performing and monitoring a variety of tasks in accordance with priorities and timelines.
- Instructing and assisting others in the proper use of equipment, computers and software.
- Reading and interpreting technical documents such as installation, operation and repair manuals.
- Maintaining accurate records and preparing clear reports.
- Working independently and using sound judgment within the framework of policies, procedures and guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of work.
- Directing, coordinating and managing data and voice network operations to meet needs and requirements.
- Training, managing and formally evaluating technical staff.
- Organizing, prioritizing and coordinating workflow.

- Identifying errors or problems and taking appropriate action, and assisting others in same.
- Communicating technical information clearly and effectively.
- Interpreting and applying relevant laws, rules, policies and other guidelines associated with assigned functional area(s).
- Planning, Budgeting, and Team Building.