

DIRECTOR OF IT, NETWORK OPERATIONS

DEFINITION

Directs and oversees the administration, support, and management of the District's Wide Area Network (WAN) and Local Area Network (LAN).

TYPICAL DUTIES

- Directs the development, implementation, and monitoring of IT best practices and processes to maximize the efficiency and effectiveness of the Network Operations Branch.
- Directs the formulation, development, and execution of operational processes to ensure network reliability and provide adequate network resources to students and staff.
- Directs the Network Operation staff in the installation, implementation, configuration, integration, monitoring, and management of the District's and schools' network infrastructure.
- Directs the formulation of policies and practices to improve change, configuration, problem resolution, and release management.
- Coordinates communication with instructional and business users to define critical needs and defines service level metrics and standards.
- Directs the selection and implementation of management and monitoring tools, methodologies, and standardize practices.
- Supports strategic initiatives.
- Performs analysis and develops pro-active and as-requested qualitative/quantitative analysis of IT operations and services.
- Participates in forecasting and planning IT solutions to meet instructional needs.
- Coordinates resolution of issues in accordance with District policy, applicable laws, and regulations.
- Administers the budget, controls expenditures, and allocates resources of the branch.
- Participates in the development of bids and specifications, and the negotiation, administration, and evaluation of contracts.
- Makes presentations to the Board of Education, special committees, District representatives, and vendors regarding identified needs and proposed solutions.
- Evaluates staff performance and conducts progressive discipline procedures when needed.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The Director of IT, Network Operations is responsible for the Network Operations Branch and administers, supports, and manages the District's Wide Area Network (WAN) and Local Area Network (LAN).

The Chief Technology Director is the administrative head of the Information Technology Division's Infrastructure Group or IT Customer Services Group.

The Chief Information Officer is responsible for the development of strategic, innovative information services plans, and the day-to-day operations of the information services function.

SUPERVISION

General direction is received from a Chief Technology Director, Deputy Chief Information Officer, or the IT Administrator, Shared Technical Services. General supervision is exercised over other supervisory and management personnel.

CLASS QUALIFICATIONS

Knowledge of:

- Wired and wireless network management and monitoring
- Networking, Internet, Intranet, and client server operation
- Network security, network architecture and infrastructure, data security, and operating systems
- Email systems
- Virtualization
- Principles and techniques used in networking equipment, such as enterprise routing and switching
- Converged IP technologies
- Organizational management
- Basic IP addressing and subnet schemes
- Intrusion detection systems
- Project management pertaining to design, development, and deployment of infrastructure technology solutions
- Principles and organization, personnel management, and progressive disciplinary procedures
- Current technological developments and trends in network operations and education

Ability to:

- Work well under stressful situations to meet multiple priorities and short deadlines
- Exercise independent judgment to analytically solve complex and sensitive problems
- Work well and collaborate with all levels and types of District employees
- Conduct and participate in meetings and conferences
- Prepare reports and write clearly, concisely, and convincingly
- Speak clearly, concisely, and effectively
- Recognize, analyze, and deal effectively with problems and issues
- Develop, plan, and implement short and long term goals
- Plan, organize, control and direct technical and diversified activities
- Analyze and interpret technical materials and problems involving rules, procedures, and related matters
- Prepare and manage budgets
- Maintain effective working relationships with District personnel
- Maintain confidentiality

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university with a bachelor's degree preferably in computer science information systems, engineering, business or a related field.

Experience:

Six years of recent experience in a network environment with voice, video, and data with at least 100 sites or 20,000 devices. At least three years of the aforementioned experience must have been in a supervisory capacity.

Special:

Information Technology Infrastructure Library (ITTL) or ISO/IEC 20000 certifications are preferable.

Special:

A valid California Driver License.
Use of an automobile.

SPECIAL NOTES

1. Management class.
2. Exempt from FLSA.
3. Incumbents in this class may be required to travel extensively.
4. An employee in this class may be subject to the reporting requirements of the District's Conflict of Interest Code.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of the position at any time.

Revised
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