

NETWORK OPERATIONS SUPERVISOR

DEFINITION

Plans, schedules, and supervises technical staff engaged in the installation, modification, maintenance, repair, and monitoring of District-wide networks to ensure enterprise level functionality.

TYPICAL DUTIES

Supervises the work of network technical personnel engaged in installing, monitoring, configuring, diagnosing, and repairing network equipment to ensure network connectivity.
Assists with the design of network configuration files.
Prepares cost estimates for equipment and services.
Tracks and issues root cause reports.
Monitors manufacturer changes to firmware and plans and supervises upgrades to firmware to keep equipment current.
Assists with the creation and implementation of documentation and procedures to support the operation of the network.
Reviews performance management statistics and performs rudimentary trend analysis.
Evaluates vendor products and services and prepares evaluation reports.
Plans work schedules, assigns staff, and directs the work of installation and repair personnel, including annual performance reviews.
Trains and evaluates the performance of subordinates.
Performs or supervises regular preventive maintenance and other maintenance activities as required.
May provide technical assistance to District technical staff and contractors.
May repair LAN's remotely to ensure enterprise level functionality.
Responsible for the full range of incident management duties such as: detection, support, investigation, monitoring, tracking and resolution.
Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The Network Operations Supervisor supervises the technical staff engaged in the installation, monitoring, incident analysis, and repair of District-wide networks to ensure enterprise level functionality.

The Network Operations Manager is responsible for managing the day-to-day activities of the Network Operations Center.

An IT Field Services Supervisor plans and supervises the installation, diagnosis, service, repair, and modification of desktop, laptop computers, mobile computing devices, servers, and IT systems.

A WAN Specialist I maintains, services, repairs, configures, and monitors wide area network equipment from remote sites and diagnoses and repairs local area network hardware/software problems that affect connectivity to the wide area network.

SUPERVISION

General direction is received from the Network Operations Manager. General supervision is exercised over technical personnel involved in network installations, maintenance, and monitoring.

CLASS QUALIFICATIONS

Knowledge of:

Principles of design, development, implementation, and operation of local, wireless, and wide area networks; internet; intranet; and client server operations
Characteristics, capabilities, and uses of various teleprocessing system components, including data communication lines and equipment, communication processors, line concentrators, teleprocessing software, line switching equipment, multiplexers, terminals, and modems
Switching routing protocols
Voice over IP routing, IP addressing, and subnet schemes
Industry standard network engineering specifications and network management systems
Principals of supervision

Ability to:

Create and modify project plans utilizing Microsoft Project
Analyze and solve complex networking problems
Evaluate new developments in network systems and related equipment
Prepare clear and concise reports, technical documentation, work plans, and time and cost estimates
Read, interpret, and apply technical information
Establish and maintain effective working relationships with administrators, other District personnel, and vendors
Install and troubleshoot local, wireless, and wide area network infrastructure equipment
Utilize Unix based monitoring

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university, with a bachelor's degree with a field of emphasis in computer science, electrical engineering, industrial engineering, or related field. Qualifying experience in addition to that required below may be substituted on a year-for-year basis for the required education provided that the requirement of a high school diploma or equivalent is met.

Experience:

Three years of experience installing, modifying, maintaining, monitoring or repairing local, wireless, and wide area networks, including experience with network troubleshooting and monitoring alarm conditions and escalation processes and procedures.

Special:

A valid California Driver License

Use of an automobile

Cisco Certified Network Professional certificate is required.

Cisco Certified Design Associate certificate is highly preferable.

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 a position at any time.

Revised

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