

NETWORK OPERATIONS MANAGER

DEFINITION

Plans, organizes, coordinates, and oversees the daily operation of the District's enterprise network.

TYPICAL DUTIES

Manages the District Network Operations Department.
Assists with the development of business processes to ensure the service level to customers and improve the overall quality and performance of the department.
Develops and implements standards, procedures, and processes for the Network Operations group.
Participates in strategic network planning, tactical operation planning, and the development of contingency operation plans.
Plans and manages support of new technologies including wireless, network performance, and reliability.
Estimates project costs and prepares project plans.
Confers with and advises administrators, user representatives, and technical personnel regarding development and design of wide area and local area networks.
Prepares recommendations on monitoring and analysis tools.
Participates in the development and implementation of policies and procedures regarding network equipment, maintenance, and monitoring.
Prepares status reports.
Maintains inventory of equipment acquisitions, installations, designs, and modifications.
Participates in the development of requisitions, bids, and specifications, and the negotiation, administration, and evaluation of contracts for equipment and services.
Schedules routine system maintenance.
Develops and maintains system architecture and operational documentation.
Assists the Director in improving operational efficiency for the Network Operations Department.
May provide technical assistance over the phone in regards to problems.
Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

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

The Director of Information Technology, 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 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.

SUPERVISION

General direction is received from the Director of Information Technology, Network Operations. Supervision is exercised over Network Operation Center Engineers, Network Operation Center Analysts, WAN Specialists, Network Operations Supervisor, and other lower level network support staff.

CLASS QUALIFICATIONS

Knowledge of:

- Design principles for local and wide area networks, Internet, Intranet, and client server operations
- Characteristics, capabilities, and uses of various data communication lines and equipment
- Network architectures
- Network management, including monitoring, capacity, performance, and service level reporting
- Wide Area Network technologies, such as, PRI, T1, DS3, OC3/OC12, SIP Trunk, and other carrier-based services
- TCP/IP and related internet protocols, such as OSPF, MPLS, and BGP
- Network monitoring tools and techniques, intrusion detection systems, switches, routers, firewalls, wireless networking, and basic IP addressing and subnetting schemes
- Voice over IP concepts
- Principles of supervision
- Information Technology Infrastructure Library (ITIL) best practices
- Problem management root cause analysis

Ability to:

- Prepare written reports
- Write and speak clearly, concisely, and convincingly
- Maintain effective working relationships with District personnel and representatives of manufacturers and other organizations
- Work under pressure effectively
- Prioritize and multitask
- Supervise effectively
- Manage a twenty-four hours a day, seven days a week operation

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university, with a bachelor's degree in computer science, information systems, electrical engineering, or a related field. Qualifying experience may substitute for the required education on a year for year basis provided that graduation from high school or evidence of equivalent education proficiency is met.

Experience:

Five years of experience in the design, installation, repair, and/or maintenance of Local (LAN) and Wide (WAN) area networks, including three years in a supervisory capacity.

Special:

A valid California Driver License

Use of an automobile

Cisco Certified Network Associate (CCNA) certification is required and must be kept valid during the term of employment

Cisco Certified Network Professional (CCNP) or Cisco Certified Design Professional (CCDP) certification is preferable

Information Technology Infrastructure Library (ITIL) foundation certification is preferable

Project Management Professional (PMP) certification is preferable

SPECIAL NOTES

Employees in this class are 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. Entrance requirements are representative of the minimum level of knowledge, skill, and /or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

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