

MT. DIABLO UNIFIED SCHOOL DISTRICT

Network Manager

Summary Definition

Under general supervision, oversees a team in the effective and efficient operation of District Internet, WAN, LAN and related services, data center operations, security systems; participates in the planning, design, and implementation of new and upgraded systems; leads and develops a team of systems and network administrators, in the provision of advanced technical services; manages and oversees vendor contracts and relationships; and in collaboration with the Director of Technology and Innovation and other IT Managers, provides leadership and plans for modern technology services that serve the evolving needs of a large school District.

Directly Responsible To

Director of Technology and Innovation

Example of Duties (to include, but not limited to:)

E: Essential Functions (Incumbents may perform any combination of the essential functions shown below. This position is not intended to be an exhaustive list of duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements).

1. Oversees the day-to-day operation, maintenance, and troubleshooting of District infrastructure, network and data center hardware and services, and related technologies. **E**
2. Develops and oversees procedures to ensure the effective and efficient operation, maintenance, and troubleshooting of District networks and the data center's power and capacity, planning, security administration, lights-out operations, equipment inventory, enterprise applications, desktop applications, network, telecommunications and radio systems, emergency response, backups, disaster recovery, and business continuity, and physical security. **E**
3. Manages and supervises a staff of technicians tasked with installing, maintaining, and updating the District's data center(s), school infrastructure, and data and information systems. **E**
4. Participates in strategic leadership of District-wide network operations, including network design, installation, maintenance, and operations to anticipate and develop appropriate and innovative responses to current and future needs and challenges regarding the District's information technology functions. **E**
5. Oversees the design and deployment of large-scale District-wide technical projects involving network infrastructure, LAN, WAN, and Internet services. **E**
6. Oversees cybersecurity, information security, and network security processes and operations, and participates in the development of security policies, procedures, and practices. **E**
7. Defines, develops, and standardizes information technology project management practices, governance standards, processes and metrics. **E**
8. Participates in the development and management of global standards for information technology and data center(s) including asset life-cycle management (hardware, software, and information assets). **E**
9. Participates in the development and implementation of Information Technology policies, standards, practices and security measures. **E**
10. Coordinates the identification and assessment of current and future technology requirements for the District. **E**

11. Ensures compliance with regulatory requirements related to network operations. **E**
12. Develops and oversees the implementation of short and long range plans for on-site installation, preventive maintenance, troubleshooting and component-level repair of telecommunications equipment, network equipment, security equipment, and related peripherals as assigned. **E**
13. Evaluates, recommends, adopts, and implements industry standard tools and systems for the installation, management, testing and repair of deployed technologies and infrastructure. **E**
14. Oversees a Department-wide process for creating and maintaining technical documentation and reporting. **E**
15. Oversees processes for asset management, inventories, and lifecycle replacement, and develops and implements inventory management systems and procedures for District network and infrastructure equipment. **E**
16. Oversees and contributes to the ongoing development and implementation of specifications, purchasing, configuration, deployment, management, administration, updating, troubleshooting, and repair of servers and equipment in assigned areas of responsibility. **E**
17. Communicates with and creates and manages relationships with site and department staff and vendors.
18. Administers and manages district technology systems and programs as assigned.
19. Serves as a technology liaison between and within district departments, district teams, schools, and other stakeholders.
20. Assists, mentors and trains technology department staff to troubleshoot, diagnose and repair District technologies.
21. Works with vendors and oversees vendor relationships to identify and communicate needs and specifications, obtain and validate quotes.
22. Utilizes project management principles and practices as appropriate.
23. Supervises staff as assigned.
24. Participates in the development and management of Department budgets.
25. Participates in the development and implementation of the District's Strategic Technology Plan.
26. Coordinates with the County Office of Education and other government bodies as required.

DESIRABLE QUALIFICATIONS

Training and Experience: A combination of training and experiences equivalent to a Bachelor's degree in information technology, information systems, computer science, or a closely related field; or any combination of professional training or experience. Ability to explain technology using nontechnical language. Ability to adapt to all levels of technology including legacy levels of technology found in school districts. Experience in network management and troubleshooting user device and software issues. Five years experience as a network or systems administrator. Experience in directing/supervising the work of others is desirable.

Knowledge of:

- Federal, state, and local laws and regulations, as well as District policies and procedures, or the ability to obtain this knowledge.
- Complex networking concepts and architecture.
- Common operating systems and computer software and hardware.
- Advanced computer troubleshooting techniques and strategies.
- Data center operations including HVAC and power management for lights-out operations; LAN and WAN networks; telecommunications (VoIP); WiFi and radio communications; SAN and NAS data center requirements.

- Project Management Institute (PMI) best practices as outlined in the Project Management Body of Knowledge (PMBOK) is highly desirable.
- Customer service principles.
- Excel, Word, PowerPoint, Access, and Internet searches.
- Recordkeeping and report preparation techniques.
- Operations of computer and assigned software.
- Research and development skills/methods.

Ability to:

- Lead a highly technical team of individuals in meeting established service levels.
- Exercise good judgment and tact.
- Work effectively with all segments of the educational community and general public.
- Identify, assemble, and analyze data from a variety of sources, and make appropriate recommendations for action.
- Oversee the maintenance of records and reports consistent with defined requirements.
- Maintain the confidentiality of student and staff records and information.
- Communicate effectively and efficiently with District staff, elected officials, other government agencies, vendors and contractors, consultants, service providers, boards and commissions, the public, and parents and students.
- Recognize future avenues of information service development and conceptualize appropriate plans and responses.
- Ability to think strategically about complex issues as they arise, including weighing competing options and acknowledging the importance to context.
- Work successfully in a team environment, as well as a public agency unionized environment.
- Explain difficult material simply and logical thinking.
- Design and implement procedures.
- Express oneself clearly and concisely, both orally and in writing.
- Performance of all of the clerical and administrative record keeping duties of the position including operation of computer software programs.
- Manage information technology documentation processes and procedures.
- Communicate effectively orally and in writing using correct English usage, grammar, spelling, punctuation, and vocabulary.

Licenses and Other Requirements:

- A valid California Driver's License
- Industry Certificates

Working Environment:

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; occasional climbing and balancing; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 60% sitting, 20% walking, and 20% standing. The job is performed under some temperature extremes and under conditions with some exposure to risk of injury and/or illness. Office environment, driving a vehicle to conduct work. Ability to see and hear to conduct work and speak to exchange information. The ability to stand and sit for extended periods of time, reach overhead, above

the shoulders, and horizontally, or bend at waist to retrieve and store files. Reading, writing, operating computer keyboard.

Physical Abilities:

Hear and speak to make presentations and exchange information in person and on the telephone; communicate so others will be able to clearly understand normal conversation; dexterity of hands and fingers to operate a computer keyboard and manipulate paper; see to read, prepare documents and reports and to observe other personnel; sit or stand for extended periods of time; work at a desk, conference table, small student classroom table, or in meetings in various configurations; hear and understand speech at normal levels; kneel, bend at the waist, reach overhead, above the shoulders, and horizontally; lift objects weighing up to 60 pounds, work variable hours, attend meetings and activities that require long periods of sitting or movement, use a computer for extended periods of time, work with a diversity of individuals and/or groups and utilize a variety of types of job-related equipment, work independently and collaboratively.

DMA, Salary Range 16 (261 Days)
Approved by Board of Education: TBD
MT. DIABLO UNIFIED SCHOOL DISTRICT

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