



NETWORK SERVICES MANAGER

Objective

Leads a comprehensive network and telecommunications services team. Provides energetic, creative, and imaginative leadership of the Network services and staff.

Position Summary

The Network Services Manager designs, configures, and maintains network infrastructure components; trouble-shoots network to diagnose system problems; identifies, locates, resolves, and repairs problems; installs and configures software upgrades, file sharing, and domain security protocols. Plans, develops, and designs network management and maintenance projects, including policies and procedures, operational improvements, backup and archival files, and evaluates new technology integration. Direct, oversee and evaluate the progress of the division toward meeting the department's strategic goals

Supervisory Relationship

This position reports to the Director of Technology; supervises staff and contractors as assigned.

Essential Functions

1. Manages the network systems of the district, operational activities of the District-wide Data/Voice/Video network, including design, installation, configuration, maintenance, and security.
2. Analyzes network functions and evaluates the services provided; develops plan of action and recommendations; identifies milestones and issues to be addressed, and generates reports as required.
3. Supervises and provides technical leadership and guidance to technical staff; ensures compliance with policies and regulations, and that all issues are addressed and resolved. Ensures the provision of comprehensive, integrated, reliable, high-quality services in areas such as backbone and local area networking, network facilities and infrastructure, Internet access, high-performance networking, network security, remote access to district IT services.
4. Monitors utilization trends, manages network performance, and assures maximum uptime; performs ongoing analysis, capacity planning, and technical tuning of the network systems to improve performance.
5. Designs, configures, and maintains network infrastructure components; trouble-shoots network to diagnose system problems; identifies, locates, resolves, and repairs problems; installs and configures software upgrades, file sharing, and domain security protocols.
6. Participate in the development and implementation of District wide strategic plans, policies, procedures and programs related to the delivery of technology and information services to users and set corresponding strategic direction and objectives for assigned staff. Plans, develops, and designs network management and maintenance projects, including policies and procedures, operational improvements, backup and archival files, and evaluates new technology integration.

7. Ensure that projects are performed and completed within assigned budgets
8. Coordinates operations activities with other departments and service providers; designs and implements districtwide LAN's, connectivity issues and cabling systems.
9. Makes effective and efficient use of resources; sets high, achievable aspirations for services and operations.
10. Participate in and oversee bids and proposals for service and equipment as designated in accordance with District policy and public purchasing laws, guidelines and procedures.
11. Hires, trains, and supervises the network services staff; ensures that the staff is empowered to exercise initiative and work creatively, participate productively in interdepartmental and inter-divisional teams, engage in regular professional development activities, and cooperate and communicate well with others.
12. Serves as a liaison for the district with network vendors, operating companies, regulatory agencies, and other external bodies involved in this service area.
13. Maintain and develop professional skills for self and employees through ongoing training and career development, including self-study, classroom training, and industry seminars and workshops; attend, participate in and lead meetings, conferences, seminars and trainings
14. Supervise and evaluate the performance of assigned personnel, communicate job expectations, train, coach, counsel and discipline employees; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions.
15. Conduct studies, analyze data and prepare, deliver and direct the preparation of a variety of public presentations, comprehensive narrative and statistical reports
16. Perform other duties and assume other responsibilities as assigned.

Required Knowledge, Skills and Abilities

1. Knowledge of computer network domains, technologies, protocols and cloud-based technologies and related hardware and software applications.
2. Managerial, organizational, analytic, and problem solving skills. Supervise, plan, direct and evaluate the work of others.
3. Ability to supervise staff in a respectful, supportive manner.
4. Analytic and problem-solving skills.
5. Knowledge of networked systems access and security guidelines, procedures and technology and computer software related to business operations, data security, curriculum and instruction.
6. Assure efficient and timely delivery of program services, projects and activities.
7. Knowledge of network performance tuning techniques.
8. Knowledge of current trends and information sources for managing network systems.
9. Supervisory principles, practices, and methods.
10. Think strategically and develop short and long term technology plans, lead and participate in the development and implementation of division policies, practices and management principles.
11. Ability to listen, write, and communicate effectively.
12. Knowledge of system backup and recovery procedures and techniques.
13. Ability to work with people from diverse backgrounds and socioeconomic levels.
14. Establish and maintain collaborative working relationships across teams, functions and layers with district staff and external stakeholders.
15. Ability to exercise sound judgment in complex situations.
16. Maintain confidentiality and demonstrate discretion, initiative and good judgment.

Minimum Qualifications

Education

- Bachelor's Degree (required) in computer science or related field;

AND

Experience

- Three years PC LAN/WAN management work experience in an IP environment; one year WAN experience; including one year designing and installing routing, switching, and wireless products. Work experience in administration of Windows Unix servers;

OR

- Any equivalent combination of education and experience that would provide the above noted knowledge, skills and abilities. Approval is required by Human Resources.

Applicants must pass an Oregon Department of Education (ODE) background check prior to employment.

Work Environment

Duties are performed in office, school, and community settings. Execution of responsibilities may require work beyond the standard workday and workweek.

ADDITIONAL INFORMATION	
Employee Unit	MAPS
Pay Grade	Admin 12 - Grade 12
Developed by	Karen M. Hardin, Director of Human Resources
Reviewed by	Steve Menachemson, Director of Technology
Approved by	Cydney Vandercar, Superintendent
Last Revised	February 4, 2022