

PALOMAR COMMUNITY COLLEGE DISTRICT

MANAGER, NETWORK AND TECHNICAL SERVICES

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

To oversee the coordination, control and maintenance of personal computers (PCs), desktop work stations, portable computers, internet/Web connection devices and palm-held devices within the enterprise to insure compatibility and integration with enterprise strategies; manage and supervise the operation of the voice and data communications networks and local on-line network; train, supervise and evaluate assigned personnel; direct network planning and management, local and remote network hardware installations, network service desk operation and data center security administration.

SUPERVISION RECEIVED AND EXERCISED

This position receives direction from the Director of Information Services and exercises supervision over assigned staff.

ESSENTIAL FUNCTION STATEMENTS

Essential duties and other important responsibilities/duties may include, but are not limited to, the following:

1. Plan, organize and coordinate the day-to-day activities of the network and technical services unit of the Information Services Department; assist in directing departmental operations and act for the Department head in his/her absence or as required.
2. Identify and initiate resolutions to user problems and concerns associated with personal computers, desktop workstations, portable computers, Internet/Web connection devices, palm-held devices, hardware and software to the users' satisfaction.
3. Analyze and evaluate network and technical services and recommend needed solutions; propose new policies and procedures as required or needed; and provide assistance and training as needed.
4. Review user service requests and determine appropriate response; perform primary and preliminary analysis and meetings with users; meet with users to analyze, clarify and define needs to determine optimum solutions; analyze effects on existing systems.
5. Develop unit and project goals, objectives and time lines; evaluate and determine project tasks and assign work to network and technical services personnel; monitor project progress and adjust staffing, resources, objectives and time lines as needed.
6. Manage all aspects of network functions including infrastructure of network, design and planning for main campus and satellite locations.

PALOMAR COMMUNITY COLLEGE DISTRICT
Manager, Network and Technical Services (*Continued*)

7. Insure the efficient and trouble-free operation of all data communications equipment, remote and local communications controllers, remote and local terminal devices and remote printers.
8. Develop, recommend and implement operational techniques and methodologies that insure full use of machines and personnel.
9. Coordinate all network monitoring activities for communications, such as order entry and email.
10. Train, assign, supervise and evaluate the performance of assigned personnel; establish priorities of network and technical services projects in accordance with District priority guidelines; direct the work of network and technical services staff to meet objectives and deadlines; direct department operations in the Director's absence.
11. Evaluate and communicate relevant network and technical services activities with Information Technology management and non-Information Technology management who are affected by the performance of the voice and data communications network.
12. Insure that all network equipment is maintained in proper working order; maintain network equipment inventories and network documentation; insure that all network software are operating and maintained.
13. Provide technical assistance to departments, users and subordinates.
14. Prepare and maintain a variety of records and reports related to department operations, including projects, personnel, equipment usage, and government-required reports.
15. Operate a variety of computer equipment and a number of software applications.
16. Act as consultant to multiple functional areas and management in the planning and implementation of long-range network goals.
17. Define strategy for linkage of Internet and other non-enterprise exclusive "Information Highway" networks to the enterprise's network.
18. Work in conjunction with Systems and Programming Manager in developing plans and standards for the deployment and support of enterprise business applications.
19. Plan and coordinate the purchase, installation and implementation of personal computers, desktop workstations, portable computers, Internet/Web connection devices and palm-held devices, hardware and software according to department standards and procedures.
20. Uphold the enterprise policy guidelines as well as recommend new and improved guidelines to insure compatibility and better service to the enterprise's information technology users.
21. Document assignment status and apprise the Director of Information Services of problems or unexpected resource requirements.
22. Maintain technical expertise in the rapidly changing technology of microcomputers and utilized state-of-the-art techniques when implementing personal computing, desktop workstations, portable computers, Internet/Web connection devices and palm-held devices solutions.

PALOMAR COMMUNITY COLLEGE DISTRICT
Manager, Network and Technical Services (*Continued*)

23. Review monthly status reports on results of personal computers, desktop workstations, portable computers, Internet/Web connection devices and palm-held devices activities.
24. Fulfill department requirements in terms of providing work coverage and administrative notification during periods of personal illness, vacation and education.
25. Maintain positive working relationships with all enterprise departments.
26. Support, implement and promote compliance with District's Staff Diversity and Affirmative Action Plan in all aspects of employment and education; encourage cultural and ethnic diversity in staffing, curriculum, programs and services.
27. Participate in shared governance through service on planning and/or operations committees and task forces.
28. Provide responsible staff assistance to the Director of Information Services.
29. Perform other duties as assigned or required.

QUALIFICATIONS

Knowledge of:

- Computer and network equipment information service operation.
- Computer programming languages, utilities, business applications and operating systems used within the District.
- Principles and practices of supervision, training and performance evaluation.
- Principles and practices of program development and administration.
- Principles and practices of budget preparation and administration.
- English usage, spelling, punctuation and grammar.
- Higher education administrative practices.
- Project management skills.
- Principles and practices of supervision and training.
- Principles and methods of data entry and computer operations.
- Operation, capabilities and limitations of computer equipment.
- Policies and objectives of assigned program and activities; District organization, operations, policies and objectives.
- Interpersonal and administrative skills necessary to evaluate complex business problems and to effectively communicate recommended solutions to all levels within the District.
- Proper methods of storing equipment, materials and supplies.

PALOMAR COMMUNITY COLLEGE DISTRICT
Manager, Network and Technical Services (*Continued*)

Ability to:

- Plan, organize and direct the day-to-day activities, services and operations of the Department's network and technical services staff.
- Analyze and evaluate personal computers, desktop workstations, portable computers, Internet/Web connection devices and palm-held devices to meet District needs.
- Train, supervise and evaluate assigned personnel.
- Act for the Department head in his/her absence or as required.
- Analyze user needs and develop effective systems and programs.
- Prepare and administer department budgets.
- Provide technical assistance to District's system users.
- Maintain current knowledge of technological advances in the field.
- Analyze situations accurately and adopt effective courses of action.
- Work independently with little direction.
- Communicate effectively both orally and in writing.
- Maintain detailed records and prepare reports, proposals, policies and programs.
- Establish and maintain cooperative and effective working relationships with others.
- Provide project leadership for user department staff, vendors and other project personnel.
- Establish and meet project schedules and timelines.

EXPERIENCE AND EDUCATION/TRAINING GUIDELINES

Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be the following:

Experience:

Five years of increasingly responsible network and technical services experience including two years of administrative and supervisory responsibility.

Education/Training:

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in computer science or a related field.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens, noise and electrical energy; and extensive contact with faculty and staff

Physical Conditions:

Essential functions may require maintaining physical condition necessary for extensive use of computer keyboard, walking, standing or sitting for prolonged periods of time; visual acuity for creating computer-generated work and to read printed materials.