

PALOMAR COMMUNITY COLLEGE DISTRICT

Classification Title: Information Services Manager, Network and Technical Services

Department: Information Services

FLSA Status: Exempt

**Staff Category: Administrative Association
(Classified Administrator)**

Salary Range: 69

**Supervision Received From: Director, Information
Services**

Original Date: July, 2012

**Supervision Given: Supervisory and Classified Staff in
Information Services**

Last Revision: October, 2016

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.

JOB SUMMARY.

Responsible for supervising, training and providing direction for the network and technical services staff in order to support the District's information technology infrastructure on the main campus and satellite locations. Areas of responsibility include acquisition and maintenance of the network equipment, computer hardware/software, network security, software licenses, and telecommunication systems.

DISTINGUISHING CHARACTERISTICS.

The Information Services Manager, Network and Technical Services is distinguished from the other Information Services managers by its responsibility for managing network operations and technical services staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS. Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities, subject to management concurrence and in accordance with applicable College policies, which includes: selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending salary reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Plans, organizes, and coordinates the day-to-day activities of the network and technical services unit of the Information Services department; assists in directing departmental operations and acting for the Director, Information Services in his/her absence or as required.
3. Identifies and initiates 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.
4. Analyzes and evaluates network and technical services and recommends needed solutions; proposes new policies and procedures as required or needed; and provides assistance and training as needed.

5. Reviews user service requests and determines appropriate responses; performs primary and preliminary analysis; meets with users to analyze, clarify and define needs to determine optimum solutions; analyzes effects on existing systems.
6. Develops unit and project goals, objectives and timelines; evaluates and determines project tasks and assigns work to network and technical services personnel; monitors project progress and adjusts staffing, resources, objectives and timelines as needed.
7. Oversees and participates in all aspects of network system design and operations including wireless and cable/conduit infrastructure hardware/software procurement and telecommunications planning for the main campus and satellite locations.
8. Maintains efficient and trouble-free operation of all data center, networking and telecommunications equipment; maintains network equipment inventory and documentation.
9. Evaluates and communicates relevant network and technical services activities with Information Services management and non-Information Services management affected by the performance of the voice and data communications network.
10. Provides advanced technical assistance to departments, users and subordinates.
11. Prepares and maintains a variety of records and reports related to department operations, including projects, personnel, equipment usage and government-required reports.
12. Serves as a consultant to multiple functional areas and management in the planning and implementation of long-range telecommunications and information technology infrastructure network goals.
13. Documents assignment status and appraises the Director, Information Services of problems or unexpected resource requirements.
14. Provides responsible staff assistance to the Director, Information Services.
15. Monitors and maintains network system utilization and backups: determines network security requirements and develops and implements network security procedures.

Marginal Functions:

1. Supports, implements and promotes compliance with District's equal employment opportunity policies, procedures, plans, and services in all aspects of employment and education; encourages cultural and ethnic diversity in staffing, curriculum, programs and services.
2. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.
3. Participates in shared governance through service on planning and/or operations committees and task forces.
4. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Knowledge of:

1. Managerial principles and practices.
2. Computer and network equipment information service operation.

3. Computer programming languages, utilities, business applications and operating systems used within the District.
4. Budgeting principles and practices.
5. Higher education administrative practices.
6. Project management principles and practices.
7. Operation, capabilities, and limitations of computer equipment.
8. Policies and objectives of assigned program and activities.
9. District organization, operations, policies and objectives.
10. Developing implementation plans for enterprise hardware, software, telephony systems and networking systems.

Skill in:

1. Supervising, training and directing the work of others.
2. Utilizing a computer and related software applications.
3. Analyzing and troubleshooting difficult situations accurately and adopting an effective course of action.
4. Establishing and maintaining effective working relationships with those contacted in the course of work.
5. Interpreting complex data and information.
6. Reading, interpreting, applying and explaining rules, regulations, policies and procedures.
7. Communicating clearly and concisely, both orally and in writing.
8. Establishing and maintaining cooperative and effective working relationships with others.
9. Mediating difficult and/or hostile situations.
1. Effectively responding to all situations/incidents using sound judgment and decision-making skills.
2. Planning, organizing and directing the day-to-day activities, services, and operations of the department's network and technical services staff.
3. Analyzing user needs and developing effective systems and programs.
4. Preparing and administering department budgets.
5. Providing technical assistance to District's system users.
6. Identifying technological solutions suited to the needs of individual departments and functions.
7. Researching and testing new hardware and software applications.
8. Troubleshooting, configuring and installing network and computer hardware and technical equipment.
9. Developing project plans for implementation of the new technologies.
10. Working independently with little direction.
11. Maintaining detailed records and preparing reports, proposals, policies and programs.
12. Providing project leadership for user department staff, vendors and other project personnel.
13. Establishing and meeting project schedules and timelines.

Experience and Training Guidelines:

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

Experience:

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

Education/Training:

Bachelor's degree 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, maintaining physical condition necessary for ambulating for extended periods of time, and visual acuity for creating computer-generated work and to read printed materials.