

SACRAMENTO CITY UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Network, Telecommunications, and Technology Service	CLASSIFICATION:	Non-Represented Management, Classified
SERIES:	Manager III	FLSA:	Exempt
JOB CLASS CODE:	4938	WORK YEAR:	12 Months
DEPARTMENT:	Technology Services	SALARY:	Range 13 Salary Schedule A
REPORTS TO:	Assistant Superintendent, Information Education Technology	CABINET:	05-05-14

BASIC FUNCTION:

Under supervision of the Assistant Superintendent, Information Education Technology, the Manager III, Network, Telecommunications, and Technology Service plans, designs, organizes, coordinates, and supervises the communication network and operational aspects of the information services of the District. The Manager, Network, Telecommunications, and Technology Service is responsible for the technical repairs, maintenance and service of all network applications throughout the district; coordinates technical support for District computer and computer-related equipment; participates in the planning, purchasing, installation and servicing of such equipment; and manages and supervises the Technology Services Network Specialists and other assigned staff involved in providing network and telecommunications services support district-wide.

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

Plan, develop, control, direct, and facilitate the efficient deployment, integration, administration, management, support, and maintenance of district-wide network infrastructure, network technology (local area network/wide area network maintenance of district-wide network infrastructure, network technology (local area network/wide area network (LAN/WAN), telecommunications (voice, video, and data), and related technical services. **E**

Responsible for the development of network administration, maintenance and security policies, procedures, and standards to provide an efficient, stable, reliable infrastructure needed for effective operations and sharing of applications and information to a wide variety of customer and stakeholders; and research technology alternative and planning for expansion of network capacity to support changing district goals and operational requirements. **E**

Lead, oversee, and participate in the implementation, installation, upgrading, monitoring and troubleshooting of the District's physical network infrastructure and data center, including virtualized servers, storage networks, routers, switches, VOIP telecommunication systems, other device hardware, computer equipment, related peripheral equipment and multi-platform network operating systems and applications. **E**

Oversee and participate in the design implementation, configuration, upgrading, testing troubleshooting, tuning and maintenance of a variety of network services; includes mail services, web and proxy servers, print and file services, and other network services. **E**

Design, plan, and develop the District's network hardware and operating systems, including planning data center operations, network topology, installations, and changes; configure network routing and switching software. **E**

Serve as network security administrator, including administration of firewalls; monitor network intrusions; develop, recommend, implement, enforce the District's network security and policy and remote access standards and guidelines; and maintain security on network and server equipment. **E**

Provide advanced technical support for the District's network operating systems and applications; troubleshoot and resolve network outages and bottle necks; provide information, technical direction and train staff on activities required to implement projects, system hardware and software installations and upgrades, and new procedures and techniques. **E**

Coordinate the review of the technical environment to evaluate and measure system performance and effectiveness; utilize network management software and tools to monitor and analyze network traffic; and analyze network capacity and growth requirements and recommends network upgrades and enhancements to meet long-term District needs. **E**

Develop and recommend specifications for network hardware, software and cabling upgrades and enhancements and cabling and connect standards, uses, and levels; assist with development of appropriate specifications and standards for in-house and outside vendor projects. **E**

Establish and maintain relationships and communications with vendors and entities outside of the District. **E**

Provide oversight for E-Rate program filings for discounts on the cost of eligible services and products that are essential for classrooms and libraries to receive voice, video, and data communications. **E**

Maintain and update schematics and documentation of network structure and devices; develop and recommend network contingency and disaster recovery plans. **E**

Review new or revised projects for conformance to established technical, system and operational standards; perform network administration duties; and design and ensure the recoverability of lost data through proper and adequate backup and data recovery methods. **E**

Manage, supervise, and evaluate Technology Services staff to ensure appropriate network availability to meet end use and operation computing needs. **E**

Work with the Assistant Superintendent, Information Education Technology and other administrators to determine future network growth, use and maintenance needs, and plan accordingly. **E**

Conduct formal training on diverse technological subjects for both IT personnel and other District users; includes training for backup procedures and other network maintenance applications. **E**

Direct the planning, design, and installation of new computer equipment and networks, working in concert with other departments and external entities to best utilize District resources and provide timely service to users. **E**

Work with school site instructional staff to support their network needs in the classroom and computer labs. **E**

Lead and work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities. **E**

Provide a positive climate of interaction and communication between school staffs, families, and the community within Technology Services. **E**

Other duties are reasonably related to the position.

TRAINING, EDUCATION, AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in information technology, business administration, computer science, or related field, and four years of progressively responsible and successful leadership experience in the areas of network design, network engineering, systems engineering, network security, telecommunication management, and telecommunication vendor management.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license; provide personal automobile and proof of insurance.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Network operating systems, network security principles including firewall systems, intrusion detection systems, and enterprise network monitoring.

Protection and containment procedures of delivery systems, caching engines, and network supporting systems.

Telecommunications network design.

Emerging trends in networking as they apply to educational technology.

Budget preparation and control.

Applicable laws and regulations related to telecommunications, teleprocessing, and networks.

Information system network terminology and telecommunications policies, procedures, and vendors.

District organization, operations, and objectives.

Interpersonal skills using tact, patience, and courtesy.

Effective oral and written communication skills.

Principles and practices of management, supervision, and training.

Evaluation approaches, strategies, and techniques.

Operation of a computer and related software.

ABILITY TO:

Plan, direct, organize, and complete projects efficiently, including work planning, scheduling, measuring, and reporting.

Develop conceptual frameworks, and apply state-of-the-art technology to the management and administration of enterprise network assets.

Perform analytical research, problem solving, and systems analysis follow-through.

Apply specialized knowledge in LAN/WAN, telecommunications systems, data communications, hardware, and software systems.

Lead and work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities.

Establish and maintain effective customer-focused working relationships with administrators, staff, customers, vendors, consultants, and others encountered in the course of work.
 Communicate effectively, both orally and in writing.
 Interpret, apply, and explain rules, regulations, policies, and procedures.
 Analyze data and situations, render judgment, make decisions, and solve problems efficiently and effectively.
 Plan and organize work to meet schedules and deadlines.
 Prepare user guides, and comprehensive narrative and statistical reports.
 Supervise and evaluate the performance of assigned staff.
 Operate a computer and related software.
 Meet state and district standards of professional conduct as outlined in Board Policy.

WORKING CONDITIONS:

SAMPLE ENVIRONMENT:

Office environment; drive a vehicle to conduct work.

SAMPLE PHYSICAL ABILITIES:

Hear and speak to make presentations, and exchange information in person and on the telephone; dexterity of hands and fingers to operate a computer keyboard; see to read, prepare documents and reports, and view a computer monitor; sit or stand for extended periods of time; bend at the waist, and reach overhead, above the shoulders, and horizontally to retrieve and store files; lift light objects.

HEALTH BENEFITS: Management employees purchase their own health benefits with district-offered plans.

APPROVALS:

Ken A. Forrest, Chief Business Officer

Date

Sara Noguchi, Ed.D., Interim Superintendent

Date