



CLASS TITLE: NETWORK SUPERVISOR MID-MANAGEMENT

BASIC FUNCTION:

Under the direction of the Director of Technology Services: maintains network security, internet connectivity, and network operations for technology. Plans, designs, installs, monitors and resolves problems on site local area networks and the district wide area network. Performs computer and peripheral repair and maintenance and assists with hardware and software installation. Analyzes local area and wide area network traffic and need for maintenance and repairs on telephone and video/audio systems and equipment. Plans and assists in installation of cabling for local and wide area networks. Provides network user support and assistance.

DISTINGUISHING CHARACTERISTICS:

Under the direction of the Director of Technology, organizes, coordinates and supervises the design, development and implementation of projects involving database design, data warehousing, web development and technology infrastructure. Supports school sites and District departments in the use of technology. Provides technical expertise to staff regarding technical and procedural aspects of assigned responsibilities.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Performs diagnostics on wide area network equipment, bridges, routers, digital service units/channel service units (DSU/CSUs), and analog modems; monitors error rates on all network telecommunications devices; interfaces with telecommunications service providers to maintain proper working operation of wide area network as appropriate.

Analyzes network traffic; notes defective equipment and takes corrective action; notes traffic congestion and makes recommendations for correction.

Assists in the planning and installation of microcomputer hardware, cabling for local area networks, and remote diagnostic software; ensures communication between sites within wide area network.

Maintains designated file and application servers; manages user accounts as necessary for correct network operation.

Maintains records related to network nodes, network equipment, data cabling, location of equipment, software versions, and protocols.

Installs, tests, troubleshoots, and performs adjustments to a variety of network software on both workstations and servers.

Respond to school site and/or District requests for new and modified computer applications; interview requesters, document requirements and conduct feasibility studies as appropriate.

Participate in the development of project plans and department goals and objectives.

Provide information to end users, staff and other data processing personnel regarding the technical and procedural aspects of data processing systems and programs.



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MID-MANAGEMENT**

Communicates with personnel and end users to resolve conflicts, coordinate projects and maintain effective operations and procedures.

Maintains current knowledge of industry trends for software design, database development and technological advances in the field.

Instructs end users and personnel in the proper use of systems and programs. Assure user needs are met and computer system and application problems are resolved.

Prepares and maintains a variety of records and reports related to assigned activities;

Responds to help desk referrals; provides for or assists in providing users with support for network software, operating system, hardware and peripheral equipment; troubleshoots as necessary.

Utilizes remote diagnostic software, as appropriate, to analyze user software, hardware, and/or network problems.

OTHER DUTIES:

Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles of project management procedures, techniques and tools.

Principles, techniques, procedures and practices of developing, analyzing and implementing data processing systems and programs including their analysis and design.

Tools, equipment, and methods used in the diagnosis and installation of computer hardware, peripheral equipment, local area network equipment, and wide area network equipment.

Understanding of programming concepts.

Database management systems.

SQL, JAVA, Oracle or other high-level computer languages.

Analysis, definition and design of user-oriented documentation and manuals.

Appropriate technologies and their applications such as web authoring, video conferencing, software integration, presentation programs and desktop publishing.

Organizational processes and innovative approaches to problem solving.

ABILITY TO:

Work well with others as part of a team.

Analyze complex data processing systems and programming conflicts and develop effective resolutions.

Organize and schedule data processing systems effectively.

Develop, modify and implement data processing systems and programs.

Determine and analyze cost factors for both manual and automated systems.

Establish and maintain effective working relationships with a wide variety of clientele.

Communicate effectively both orally and in writing.



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Complete work with many interruptions.
Meet schedules and time lines.
Work independently with little direction.

EDUCATION AND EXPERIENCE:

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

Equivalent to the completion of a bachelor's degree in computer science, information systems or closely related field, preferably including course work in local area networking and wide area data communications.

Three years of increasingly responsible experience in the use, diagnostics and installation of local area and wide area networks, computer hardware, related peripherals, and network operating systems, application programming analysis, databases and/or network infrastructure including experience in a lead or supervisory capacity.

Valid California Driver's License and access to private transportation.

WORKING CONDITIONS:

ENVIRONMENT:

The job is performed under minimal temperature variations with frequent interruptions and a general hazard free environment, including classroom environment, office environment, outside and community locations. Evening and/or weekend work, as necessary, in addition to regular hours.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information (in person and on the telephone);

Communicate so others will clearly understand normal conversations and group presentations;

Seeing to read and write reports; read text on a computer screen, in technical manuals, and on office forms and reports.

Sitting, standing or circulating for extended periods of time;

Dexterity of hands and fingers to operate a variety of computer keyboards, electronic media and peripheral equipment; for extended periods of time;

Kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to (retrieve and store files and supplies);

Lifting of up to 50 pounds.

Load software and assemble, test and disassemble some computer components;

Travel from site to site and move to various work locations.