NETWORK SERVICES COORDINATOR

Classification: Professional-Technical Level 6   Location: LITS

Reports to: Director of Information Network Services

Employee Group: Professional-Technical   FLSA Status: Exempt (Professional)

This job description does not constitute an employment agreement between the district and employee and is subject to change by the district as the needs of the district and requirements of the job change.

Part I: Position Summary

Position has primary responsibility for serving as team leader supporting district data network services and operations of enterprise networking systems, applications, equipment, security, and workflow.

Part II: Supervision and Controls over the Work

Incumbent is expected to be an expert in his/her assigned responsibilities and to work with minimal direction and supervision. Network operations and systems management and administration is to be performed consistent with professional and technical standards and practices and with minimal disruption to network services. Work is evaluated based on overall network and systems reliability, security, and performance. Serves with minimal supervision and within the goals, objectives, and expectations set by the administrator. Exercises discretion and independent decision making in their work while keeping the administrator informed of systems status and significant problems and issues. Work is guided by operational priorities, standard operating procedures, system security best practices, board policy, coordination with other stakeholder departments, and district administrator direction. Work is evaluated based on overall performance, reliability, team leadership, effectiveness for customers, and program and technical efficiency and expertise.

Part III: Major Duties and Responsibilities

Performs some or all the following duties with a high degree of independence and accuracy:

1. Leads and oversees the design, configuration, installation and maintenance of all network systems, sub-systems, and servers to provide a highly secure and reliable operational environment for all district network users.

2. Assists director in developing processes and procedures for consistent and secure systems management and maintenance. Researches, develops, recommends, and implements innovative technological approaches for the purpose of addressing problems and improving and enhancing student learning and operational efficiency.

3. Leads the management and maintenance of all data network security systems which include network authentication, firewalls, antivirus, spam filtering, and internet filtering for the purpose of meeting system and information protection requirements as well as district policies regarding misuse and malicious behavior. Manages and oversees software security and virus protection updates, and back-up services. Leads the troubleshooting efforts of advanced technical issues. Leads security auditing and advanced troubleshooting to assist with investigations related to misuse and malicious activity.

4. Leads the management and maintenance of systems which include district web servers, Active Directory, DNS, SQL servers, e-mail, file and print services, and remote access users for the purpose of ensuring secure availability of authorized services.

5. Leads the management and maintenance of district networking systems, cloud services, routing protocols, data center redundancy, internet connection points, switching and routing, as well as WIFI infrastructure to create and maintain a secure, reliable, highly available, scalable enterprise network.

6. Leads the testing, installation and maintenance of application specific software for various departments and or workgroups. Tests, installs, and maintains software patches on all server and/or network devices. Maintains the district's storage and virtualization infrastructure ensuring that current and future storage and computing needs of the district are met.

7. Leads PC and server operating system and software deployments, implementing software changes, troubleshooting complex problems, and system maintenance activities for the purpose of ensuring standardized and timely delivery and support of both server-based systems and district end user devices. Participates in a variety of planning and development activities and committees for the purpose of creating short and long-range plans for technology development in support of new operational and instructional initiatives. Evaluates new network hardware and software systems to determine fitness for inclusion in the district infrastructure.

8. Maintains personal current skills and expertise on existing and newly emerging network technology. Mentors network technical staff for the purpose of increasing skill levels as well as accountability in the performance of team functions. Provides training and guidance to network support staff.

9. Works collaboratively with technology department staff to ensure a smooth overall workflow process to ensure excellent customer service.

10. Provides technical and analytical expertise to technical and non-technical users.

11. Establishes and maintains relationships with internal staff, third-party vendors, and outside consultants to ensure ongoing support and shared problem solving for operational and implementation processes.

12. Researches and creates solutions for the purpose of providing technical information on compatibility, new technologies, system errors, user problems and cross system communication.

13. Manages, develops, and maintains network systems integrations, processes, applications, and tools for internal use to ensure network security and reliability. Develops a variety of technical and non-technical written materials to support systems continuity and end-users.

14. Assumes lead role and subject matter expert for a mission-critical network services and operations and communicates effectively with other technical staff and district level end users. Recommends and manages deadlines for the implementation of project timelines.

15. Takes on specific projects to meet the network services needs of the district. Provides leadership for the development, management, and support of network services systems and applications.

16. Assists and advises staff members on network services access and use. Participates in planning and problem-solving meetings and discussions offering input on network services capabilities in planning and problem solving. Works collaboratively with all staff to ensure a smooth overall workflow process to ensure excellent customer service.

17. Develops, maintains, and communicates technical standards, best practices, policies and procedures for network management and administration.

18. Provides technical recommendations for infrastructure system upgrades or changes to the Learning and Information Technology Services leadership that will enhance and application usage.

19. Conducts advanced troubleshooting of network applications or performance issues, working with LITS staff as appropriate.

20. Performs other duties as assigned.

Part IV: Minimum Qualifications

1. Must have experience working or interacting successfully with culturally diverse families and communities or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population.

2. Associate's degree or equivalent in, enterprise class network administration, cybersecurity, and related fields. Additional experience may be substituted for education on a year for year basis.

3. Three or more years of advanced level experience in enterprise class network administration and development with demonstrated strong analytical skills and in-depth knowledge of information technology best practices.

4. Ability to work and learn both independently and cooperatively, exercise judgment and creativity, organize work, set priorities, and meet deadlines.

5. Strong oral, written, and interpersonal communication skills, to include skill in developing and presenting training materials and information.

6. Knowledge and skill in the effective use and application of technology and data base systems as well as office and administrative systems and tools

7. Specific experience developing database driven web applications.

8. Knowledge and understanding of application server platforms.

9. Knowledge and understanding of database tools and concepts, and data warehouse data modeling methodologies.

10. Specific experience managing data extracts and imports between database platforms.

11. Experience developing or integrating business intelligence tools.

12. Strong mathematical, analytical, and project management skills.

Part V: Desired Qualifications

1. Bachelor's degree in technology or technology related fields. Additional experience may be substituted for education on a year for year basis.

2. Five or more years of advanced level experience in data systems administration and data integration development with demonstrated strong analytical skills and in-depth knowledge of information technology best practices.

3. Experience with district specific technology systems.

Part VI: Physical and Environmental Requirements of the Position

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk, lift, carry, move about, hear and speak. Employee will be required to perform extensive work at a computer display terminal. The employee must occasionally lift and/or move 25 to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Extensive work at a computer display terminal.