



## NETWORK SERVICES SUPERVISOR

Classification: Professional-Technical Level 6

Location: LITS

Reports to: Chief Information Officer

Employee Group: Professional-Technical

FLSA Status: Exempt (Professional)

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

### **Part I: Position Summary**

The position primarily serves as a 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**

The incumbent is expected to be an expert in his/her assigned responsibilities and to work with minimal direction and supervision. Network operations, systems management, and administration are 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. They exercise discretion and independent decision-making while keeping the administrator informed of the system's 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, customer effectiveness, 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 the director in developing processes and procedures for consistent and secure systems management and maintenance. Researches, develops, recommends, and implements innovative technological approaches to address problems and improve and enhance student learning and operational efficiency.
3. Leads the management and maintenance of all data network security systems, including network authentication, firewalls, antivirus, spam filtering, and internet filtering, to meet system and information protection requirements and district policies regarding misuse and malicious behavior. Manages and oversees software security and virus protection updates and backup services. Leads troubleshooting efforts for 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, including district web servers, Active Directory, DNS, SQL servers, e-mail, file and print services, and remote access users, to ensure the 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, and WIFI infrastructure to create and maintain a secure, reliable, highly available, scalable enterprise network.
6. Leads application-specific software testing, installation, and maintenance for various departments and workgroups. Tests, installs, and maintains software patches on all server and network devices. Maintains the district's storage and virtualization infrastructure, ensuring that the district's current and future storage and computing needs are met.
7. Leads PC and server operating system and software deployments, implementing software changes, troubleshooting complex problems, and system maintenance activities to ensure standardized and timely delivery and support of server-based systems and district end-user devices. Participates in various planning and development activities and committees to create 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 in existing and newly emerging network technology. Mentors network technical staff to increase skill levels and accountability in the performance of team functions. Provides training and guidance to network support staff.
9. Collaborates with technology department staff to ensure smooth workflow and 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 to provide 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 various technical and non-technical written materials to support systems continuity and end-users.
14. Assumes the lead role and subject matter expert for mission-critical network services and operations and communicates effectively with other technical staff and district-level end users. Recommends and manages deadlines for implementing project timelines.

15. Takes on specific projects to meet the district's network services needs. Provides leadership for developing, managing, and supporting network services systems and applications.
16. Assists and advises staff members on network services for 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. Provide technical recommendations to the Learning and Information Technology Services leadership regarding infrastructure system upgrades or changes to enhance application usage.
19. Conducts advanced troubleshooting of network applications or performance issues, working with LITS staff as appropriate.
20. Supervision and Management: Perform supervisory responsibilities over staff, including recruitment, screening, interviewing, selection, induction and orientation, training, evaluation, grievance handling and resolution, and, when necessary, addressing misconduct or performance issues. Manage the assigned functions to establish goals and objectives, set expectations and priorities, assign work, create quality and internal controls, review and approve work, and periodically assess the office's overall effectiveness.

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 the engagement of a diverse community and skill in communicating with a diverse population.
2. Associate 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 independently and cooperatively, exercise judgment and creativity, organize work, set priorities, and meet deadlines.

5. Strong oral, written, and interpersonal communication skills, including skills in developing and presenting training materials and information.
6. Knowledge and skill in the effective use and application of technology and database 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 represent those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk, lift, carry, move about, hear and speak. Employees will be required to perform extensive work at a computer display terminal. The employee must occasionally lift and 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.