

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Manager, Network and PC Services

Unit: Management

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Job Code: C3406
Original Date: 05/2013
Last Revision: 05/2013
Staff Type: Classified
FLSA status: Exempt
Salary Range: 16

DEFINITION

Under the direction of the Director of Information Technology, manage the day to day operation of the District's administrative microcomputers, local and wide area networks, and all other enterprise network services. Contribute, recommend and administer policies, procedures and processes in support of assigned functional area within the department. Provide consulting and responds to inquiries from end user departments and external agencies.

EXAMPLE OF DUTIES

1. Develop, recommend, and administer policies, procedures, and processes pertaining to support of microcomputers, networking, general technology, web, telecommunications, security and customer support; monitor compliance with approved policies, procedures, and processes.
2. Manage the activities of all microcomputer and networking activities and staff including: planning, implementing, administering and evaluating projects and services impacting District operations from a Technology Services perspective.
3. Hire, evaluate, train, discipline and recommend dismissal of staff.
4. Participate in the development of standards and procedures for technology purchases and the utilization of outside vendors. Provide technical expertise in the purchase of enterprise-wide technology solutions. Manage leased and purchased hardware and software.
5. Collect and analyze a variety of complex data and information. Perform analysis and summarizes findings in applicable reports or other communication mediums.
6. Prioritize and coordinate work activities between applicable campus site(s) and District Information Technology Services department.
7. Participate in District-wide strategic and tactical planning to coordinate the delivery of products and services; evaluate technology, establish standards, and make appropriate recommendations for purchase and implementation.
8. Provide project management for applicable technology deployments.
9. Participate in the development of processes to track assets, manage and coordinate inventory; work closely with vendor companies and other colleges and universities to provide system access and exchange data.
10. Manage and participate in the installation, configuration, troubleshooting maintenance, and repair of applicable technologies and associated equipment.
11. Participate in the development and administration of section budget; implement and allocate resources following budget approval; approve expenditures.
12. Participate in a variety of meetings, committees, task forces, and/or other related groups to communicate information regarding district-wide technology services, programs, areas of opportunity; act as a technical resource to other departments.
13. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS**Knowledge:**

- Analytical methods.
- Applicable information technology systems in assigned area of responsibility.
- Budgeting principles.
- Computers and applicable software applications.
- Customer service principles.
- Management and supervisory principles.
- Project management principles and practices.
- Technological trends.

Skills and Abilities:

- Adapt to rapidly changing environments.
- Analyze business problems and make recommendations based on findings.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and make recommendations in support of goals.
- Analyze processes and make recommendations for improvement.
- Communicate effectively through oral and written mediums.
- Communicate technical information to a non-technical audience.
- Conduct negotiations.
- Coordinate activities with other internal departments and/or external agencies.
- Design and develop program plans in assigned area of responsibility.
- Develop and monitor budgets.
- Develop, recommend, implement, and monitor policies, procedures, and work flow.
- Diagnose and resolve complex technology issues.
- Maintain confidentiality.
- Manage projects.
- Manage technical staff.
- Mediate conflict.
- Monitor legal and regulatory changes.
- Prepare a variety of reports related to operational activities, including statistical analysis.
- Prepare and/or review reports.
- Prepare reports.
- Provide customer service.
- Research, analyze, and apply relevant information to the development of information technology processes and programs.
- Utilize computer technology used for communication, data gathering and reporting.
- Work with diverse academic, cultural and ethnic backgrounds of community college students and staff.

Training and Experience:

Bachelor's Degree in Computer Science or related discipline. Relevant experience may substitute for the degree requirement on a year for year basis. Four years work experience in managing large scale local and wide area networks, or two years managing large network support staff and demonstrated knowledge of network and Internet security.

License:

Valid driver's license and working vehicle for ability to drive to all sites throughout the District.

WORKING CONDITIONS

Physical Requirements:

No special coordination beyond that used for normal mobility and handling of everyday objects and materials is needed to perform the job satisfactorily.

Environment:

Work is generally performed in an office environment with frequent interruptions and irregularities in the work schedule.