

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: District Network Specialist Supervisor

Unit: Supervisory and Professional

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Job Code: D1829
Original Date: 05/2013
Last Revision: 04/2018
Staff Type: Classified
FLSA status: Exempt
Salary Range: 10

DEFINITION

Under the direction of the Manager, Network and PC Services, or assigned manager, perform a wide variety of highly specialized technical and supervisory tasks to support the design, development, analysis, testing, modification, installation, and maintenance of computer systems and programs related to wide area network and local area network hardware, and software. Positions in this classification support core network infrastructure subsystems to ensure all networks and Internet related services are available for a major campus or Continuing Education site.

DISTINGUISHING CHARACTERISTICS

Primary duties in this classification include site and campus-wide video and data network infrastructure design and support for instructional program, administrative, and contract education environments. This position supervises, acts as a lead for, and coordinates projects and work teams comprising administrative District Network Specialists and Microcomputer Specialists.

EXAMPLE OF DUTIES

1. Perform specialized technical tasks in support of the design, development, analysis, testing, modification, configuration, installation, and maintenance of computer systems and programs related to wide area network and local area network equipment and servers in order to optimize campus or site operating efficiency. Includes primary network administration for assigned campus or site(s).
2. Plan, organize, and direct the work of District Network Specialists and Microcomputer Specialists, evaluate and document performance, and recommend disciplinary action when necessary; review staff work for accuracy and timely completion of assigned duties. Train staff in new and existing procedures; develop work schedules.
3. Develop and maintain standards in the support of campus or site-based computers and other computer related multimedia equipment.
4. Configure and install network equipment as assigned.
5. Manage assigned projects and provide regular reports on project status.
6. Train and assist faculty, staff, and students in the use of computers, software, and related peripherals.
7. Maintain server and computer configurations and hard disk images. Perform all operating system and application updates as required. Run diagnostic tests and oversee equipment repairs for computers, printers, and other peripheral equipment according to District procedures. Maintain records and prepare reports.
8. Coordinate with Help Desk Services to identify trends in support of computer or network related equipment or services to better meet the needs of the campus or site.
9. Perform preventive maintenance on computer, peripherals, servers, and networking equipment as identified.
10. Serve as support liaison between campus and central Information Technology management and staff to coordinate specific tasks for campus or site based computer and network support.
11. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Basic principles of project management and assignment tracking.
- District organization, operations, policies, and objectives.
- English usage, grammar, spelling, punctuation, and vocabulary.
- LAN topology, protocol, and specifications.
- Principles and practices of work direction, supervision, mentoring, and training.
- Principles, practices, and procedures of computers, computer laboratories, and the computer science field.
- Programming languages, operating systems, application software, code editors, and underlying machine languages.
- Record-keeping techniques.
- Safety regulations involving computers and electrical equipment.
- Technical understanding of digital electronics and hardware diagnostics.

Skills and Abilities:

- Communicate effectively both orally and in writing.
- Creatively solve problems.
- Demonstrate competence in the field of computers.
- Design, install, and maintain local area networking equipment.
- Ensure the care and security of assigned equipment, data, materials, and supplies.
- Establish and maintain effective working relationships with others.
- Issue and receive equipment and supplies.
- Lift heavy objects up to 50 lbs.
- Maintain records and prepare reports.
- Meet schedules and time lines.
- Plan and organize work tasks and projects.
- Relate effectively with people from varied cultural and socio-economic backgrounds.
- Train and provide work direction to others.
- Understand and follow oral and written directions.
- Work cooperatively with others.
- Work independently with little direction.

Training and Experience:

Any combination of training and experience equivalent to: satisfactory completion of 30 semester units of courses related to Computer Science and three years of successful work experience in the field of computer science, telecommunications, or wide area networking. Network Engineer Certification (NEC) preferred.

WORKING CONDITIONS

Physical Requirements:

Category II: Lift heavy objects up to 50 lbs. Climbing and manual dexterity required for cabling and installing electronic components.

Environment:

Potential electrical hazards exist if precautions are not observed.