

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: 10/2015
Staff Type: Classified
FLSA status: Exempt
Salary Range: 10

DEFINITION

Under the direction of the Manager for Microcomputer and Network Services, 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 site.

Primary duties in this classification include site and campus-wide video and data network infrastructure design and support for the instructional programs, administrative and contract education environments. Depending on the number of support staff, this position is typically responsible for overseeing support for sites from 200 to 1500 administrative computer work stations. This position will supervise and act as a lead and coordinate projects and work teams comprised of 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 their assigned campus or site(s).
2. Plan, organize and direct the work of the District Network Specialists and Microcomputer Specialists, appraise performance and recommend improvement plans and termination of staff when necessary; review staff work for accuracy and timely completion of assigned duties. Hire and train staff in new and existing procedures; develop work schedules.
3. Develop and maintain standards in the support of campus or site based microcomputers 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 microcomputers, 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. Provide monthly reporting for the above activities.
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.
9. Perform preventive maintenance on microcomputer, 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.
- Extensive knowledge of LAN topology, protocol, and specifications.
- Principles and practices of work direction, supervision, mentoring and training.
- Principles, practices and procedures of microcomputers, microcomputer laboratories, minicomputers and the computer science field.
- Record-keeping techniques.
- Safety regulations involving computers and electrical equipment.
- Several programming languages, operating systems, application software, Assembly language and an Editor.
- Technical understanding of digital electronics and hardware diagnostics.

Skills and Abilities:

- Communicate effectively both orally and in writing to staff and management.
- 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.
- Issue and receive equipment and supplies.
- Maintain records and prepare reports.
- Meet schedules and time lines as defined by manager.
- Plan and organize work tasks and projects.
- Relate effectively with people from varied cultural and socio-economic background.
- Train and effectively communicate 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: at least four years of successful work experience in the field of computer science, telecommunications or wide area networking, or 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. Network Engineer Certification (NEC) preferred.

WORKING CONDITIONS

Physical Requirements:

- Lift heavy objects (laser printers, monitors, hardware, etc.) 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.