

# San Diego Community College District

## CLASSIFICATION DESCRIPTION

**Title:** Enterprise Network Specialist Supervisor

**Unit:** Supervisory and Professional

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**Job Code:** D1830  
**Original Date:** 05/2013  
**Last Revision:** 10/2015  
**Staff Type:** Classified  
**FLSA status:** Exempt  
**Salary Range:** 13

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### **DEFINITION**

Under the direction of the Manager for Microcomputer and Network Services, the primary duty for this position is to perform a wide variety of highly specialized technical and supervisory tasks to support the design, development, analysis, testing, modification, installation, configuration and maintenance of computer systems and programs related to wide area networking, including hardware and software. Positions in this classification directly support core network infrastructure subsystems to ensure all networks and Internet related services are available to all district sites.

Positions in this classification provide District-wide support of multiple core infrastructure subsystems that service all campus computing needs including administrative, instructional, and contract education environments. This position may act as a lead and coordinate work teams comprised of microcomputer specialists, and campus based network specialists, with a variety of areas of technical expertise. This position supervises Enterprise Network Specialists.

### **DISTINGUISHING CHARACTERISTICS**

The Enterprise Network Specialist classification is distinguished from the campus or CE site based Network Specialist classification in that positions assigned to this classification provide District-wide support of Wide Area Networks and Internet specific equipment and services. Incumbents work independently and demonstrate independent decision making ability where no technical precedence may exist to keep the District network infrastructure operational. This position may lead teams of campus microcomputer specialists, and campus based network specialists in the design and installation of major network infrastructure projects.

### **EXAMPLE OF DUTIES**

1. Perform highly specialized technical tasks in support of the design, development, analysis, testing, modification, configuration, installation and maintenance of computer programs and systems related to the wide area network, including hardware and software.
2. Plan, organize and direct the work of the Enterprise Network 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. Demonstrate initiative and independent judgment in creating technical procedures related to District network infrastructure.
4. Install, upgrade and manage network infrastructure subsystems such as but not limited to Exchange email, Internet Email, DNS, Active Directory, DHCP, Firewall, Web services, etc.
5. Communicate with campus network support specialists and Help Desk staff for any system outages and coordinate all service downtimes according to IT department policies and procedures.
6. Maintain Server operating system patches and updates to ensure a secure computing environment, including anti-virus, anti-spyware and anti-spam updates.
7. Monitor subsystems as specified and respond to automated messages and Help Desk calls regarding core infrastructure subsystems.

8. Proactively maintain and monitor all web servers; perform preventive maintenance on all server and networking hardware as specified by the manufacturers and departmental procedures.
9. Coordinate upgrade activities with all appropriate personal and end user departments.
10. Train and assist coworkers, faculty, staff and students in the use of any and all network services.
11. 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 faculty and staff.
12. Perform related duties as assigned.

### **DESIRABLE QUALIFICATIONS**

#### Knowledge:

District organization, operations, policies and objectives.  
Email system concepts with working knowledge of MS Exchange and SMTP email systems.  
English usage, grammar, spelling, punctuation and vocabulary.  
LAN and WAN topologies, protocols and support procedures.  
Principles and practices of work direction 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:

Assemble, maintain and perform minor repairs on computer equipment and cabling terminations.  
Communicate effectively both orally and in writing.  
Creatively solve problems.  
Demonstrate competence in the field of computers, networking and various cabling media.  
Design, install and maintain Wide area networks and understanding of telecommunication equipment.  
Effectively communicate and supervise technical staff.  
Ensure the care and security of assigned equipment, materials and supplies.  
Follow technical directions.  
Issue and receive equipment and supplies.  
Maintain records and prepare reports.  
Meet schedules and time lines.  
Plan and organize work.  
Relate effectively with people from varied cultural and socio-economic background.  
Train and furnish 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.