

Job Description: Supervisor, Network and Computer Support
Approved, MDESKTOP Associate Dean for Human Resources:
Board Approved:

MONTEREY PENINSULA COLLEGE

NETWORK OPERATIONS MANAGER

JOB SUMMARY

Under general direction of the Director of Information Systems, oversees and performs network planning, implementation and support for all campus networks, data communications, computer hardware, software and peripherals for College instructional and administrative purposes. Plan, assign, supervise and evaluate the work of Information Technology Support Technician(s) and Network Engineer staff, and perform other related duties as assigned.

EXAMPLE OF DUTIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from a position if the work is similar, related or a logical assignment to the class.

- Plans, organizes, controls, integrates and evaluates the work of assigned staff and contract personnel; with staff, develops, implements and monitors work plans to achieve goals and objectives; develops, recommends and monitors performance against annual cost center and project budgets; supervises and participates in developing, implementing and evaluating project plans, work processes and procedures to achieve established goals and objectives in accordance with campus standards; prepares and maintains a variety of reports and statistical data.
- Interviews and selects section staff; supervises and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides training, coaching and mentoring for performance improvement and development; provides other recognition of performance quality; subject to management concurrence, recommends and takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with Board policies and procedures, collective bargaining agreements, laws and regulations.
- Provides day-to-day leadership and direction, project management oversight, and works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the campus mission, objectives and service standards; applies best practices and quality assurance processes to assigned areas of responsibility.
- Develops and maintains strong customer relationships to ensure effective service delivery and customer satisfaction; interacts with users regularly to develop and refine requirements, gain agreement on solutions and deliverables, report on progress, monitor satisfaction, identify and resolve concerns and conflicts and seek cooperation, involvement and action to achieve mutual objectives; develops a broad understanding of user functional area needs, service delivery and operational requirements; advises and consults with faculty and staff on uses of technology to improve business and operational performance; informs managers, faculty and staff on industry trends and technology developments.
- Supervises and may participate in developing and managing multiple application development projects and other technology solutions of varying size, scale, complexity and urgency; reviews and approves and may assist in developing project scope of work and boundaries, detailed project plans, milestones and deadlines and project budgets; oversees and may participate in performing business process and work flow analyses; oversees development of business and data models; oversees and may participate in testing and evaluating vendor packages, products and hardware; integrates new projects into overall work plans; coordinates and integrates work on multiple projects and project teams; conducts project team meetings; oversees and supervises staff to ensure project completion and accountability for results.
- Supervises and oversees development and implementation of comprehensive systems test plans; oversees or develops implementation plans and solution deployment strategies for approval; approves placing applications into production; monitors operations and performance; ensures timely and effective problem identification and

resolution; supervises the development of systems and user documentation following established campus quality assurance processes and standards; supervises and oversees user training.

- Supervises and participates in the design, development, implementation and maintenance of the campus' server platform, network and telecommunications infrastructure environments; analyzes current and future technology requirements; supervises or oversees the development of design proposals and conducts design reviews for hardware and software; supervises and/or participates in development of campus-wide automation plans and translates objectives into key projects for infrastructure staff; reviews completed projects to assure compliance with established standards.
- Supervises and may participate in the activities of staff responding to customer requests for services and resolution of problems associated with their use of computer hardware, standard and specialized software, peripheral equipment, devices, network connectivity and other technology tools; researches data and proposes response and resolution standards and guidelines.
- Resolves difficult customer relations situations, involving upset and dissatisfied customers and requiring a high degree of sensitivity and use of sound independent judgment; takes action to resolve customer complaints or ensures that appropriate action is taken by other unit or staff.
- Meets and works with project teams, user groups, technical committees and/or constituents and managers to review progress and resolve project issues, problems and bottlenecks; participates in joint working sessions with internal and external stakeholders.
- Prepares project cost estimates and justifications for new systems or system modifications; drafts Requests for Proposals, evaluates responses and recommends vendor selection; drafts language and assists in negotiating and administering vendor contracts; monitors project progress and reviews or prepares status reports; reviews and acts on project and/or contract change requests; approves deliverables.
- Oversees and participates in analyses, evaluations and risk assessments required for implementation and integration of new large scale and/or highly complex technology solutions.
- Provides guidance to staff in troubleshooting applications, network and systems communications, software and hardware problems to ensure prompt resolution.
- As directed by Director of Information Systems - Coordinates and integrates project activities with other campus sections and divisions; organizes and coordinates activities across multiple user business units.
- Assist Director of Information Systems in managing budgets.
- Maintains up-to-date technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks and participating in professional associations.
- May serve as project manager for designated projects.
- Perform related duties as assigned.

EMPLOYMENT STANDARDS

Education And Experience

Any combination of education and/or experience, which would demonstrate the possession of the required knowledge, skills and abilities listed herein. For example, a Bachelor's Degree in management information systems, computer science or a related field and four years of increasingly responsible experience in microcomputer support and administration of a complex network or an AA Degree with six years of related experience.

Knowledge

- Principles, practices and methods of information technology management applicable to areas of assigned responsibility, including applications, systems and network infrastructure and user support.
- Customer relationship management and internal consulting concepts and practices.
- The Systems Development Life Cycle.
- Principles of project leadership and project management methods, tools and techniques, including preparation and management of detailed project schedules and metrics and change management and control.
- Campus operations and processes and associated technology issues and requirements.
- Relational database theory, design rules and development practices.
- Operating system architectures, characteristics, components, uses and limitations applicable to the District's technology environment.

- Network architectures and protocols and theory and principles of network design and integration.
- Disaster planning and recovery techniques.
- Internet/intranet technologies and design concepts.
- Districts policies, practices and procedures applicable to budgeting, contracting and purchasing.
- Security management design principles, practices and related methodologies, tools and software.
- Concepts and techniques for process improvement; principles and practices of sound business communications.
- Principles and practices of effective supervision.
- Campus human resources policies and labor contract provisions.
- Knowledge of: operations, services, and activities of a comprehensive technology and information services program for education; principles and practices of computer and network operating systems.
- Knowledge of: Cisco routers and switches; Windows server technologies; current web technologies; current Windows and Mac OS. Unix / Linux system administration

Abilities:

- Plan, organize, integrate and manage the work of assigned section.
- Provide leadership in evaluating complex technology strategies and developing approaches that maximize return on investment.
- Build teamwork and collaboration within the section and with other sections and divisions to share resources and optimize results.
- Define and communicate project goals to all project stakeholders clearly, succinctly and persuasively.
- Analyze user business and technology needs, formulate conceptual frameworks and apply state-of-the-art technology in developing integrated, efficient and cost-effective solutions.
- Oversee and effectively carry out project management responsibilities.
- Identify information management issues and opportunities, analyze problems and alternatives and develop sound conclusions and recommendations.
- Set priorities and balance the allocation of resources to most effectively meet a variety of user needs in a timely manner.
- Develop and implement appropriate procedures and controls.
- Prepare clear, concise and accurate process, procedure and systems documentation, reports of work performed and other written materials.
- Communicate clearly and effectively and convey understanding to technical and non-technical audiences orally and in writing.
- Exercise sound independent judgment within general policy guidelines.
- Keep technical skills current to meet continuing technology assignments.
- Use tact and diplomacy when dealing with sensitive, complex and/or confidential issues and situations.
- Establish and maintain highly effective, customer-focused working relationships with campus managers and end users, other staff, representatives of other agencies and others encountered in the course of work.
- Interpret related state and federal codes
- Demonstrate an understanding of, sensitivity to and appreciation for, the academic, ethnic, socio-economic, disability and gender diversity of students and staff attending or working on a community college campus.

Desired Qualifications

Five years of experience directly supervising network and desktop support personnel in a higher education IT Department, with a strong background in Cisco, Microsoft and UNIX/Linux technologies.

PHYSICAL EFFORT/WORK ENVIRONMENT:

Moderate physical effort; occasional standing or walking; periodic handling of moderate to heavy weight equipment or supplies up to 50 lbs. Primarily indoor work environment.