To College Council 6-10-14
(Narrative)

Network Operations Manager

This position is critically important in fulfilling the mission of the college in serving our students by providing our students, faculty and staff state of the art technology and services throughout the college. Specifically, the Network Oprations Manager will provide the technical leadership over all network operations including technologies that directly support students and faculty in the classroom and in MPC's wireless technologies throughout the college. This position is also critically important to the planning, upgrading and ongoing maintenance of the network/ server infrastructure. A robust and secure network infrastructure is critical before starting implementation of Enterprise Planning Resource (ERP) implementation. Throughout the ERP implementation and after the ERP is successfully implimented, this position will be responsible for the oversight and maintenance the ERP related infrastructure.

The Network Operations Manager will supervise and direct the work of the Network Engineers and IT Technicians. This responsibility requires the Network Operations Manager to possess a strong and current Network Administrator skillset including, but not limited to, Cisco Routing, Switching, VoIP, Windows Server Active Directory, Unix/Linux and virtualization technologies.

Examples of the type of projects that will benefit from the additional planning, oversight and methodologies provided by this position will be server/desktop virtualization technology implementation, network storage, design and use initiatives, and WiFi access planning to implementation.

Justification:

This position will significantly improve the technology infrastructure and related services as follows:

- Add technical expertise, oversight and scrutiny to the network operations. This oversight will increase the overall quality of the infrastructure.
- Will add efficiency and effectiveness to the operations by directly managing and prioritizing tasks and projects.
- Will reduce the chances of unexpected downtime and other disruptions services by developing, assessing and implementing best practices. Examples of best practices include communications to end-user before changes are made, planning and testing before deploying into production environment.

Benefits for the IT Department, Specifically the Network Engineer / Technicians Team:

- Increased direct management accessibility
- Focused, consistent and progressive team building
- Coordinated training directly aligned with campus technology initiatives