



ORANGE COUNTY SCHOOLS

POSITION DESCRIPTION

POSITION TITLE	Network Manager
SCHOOL/DEPARTMENT	Technology
SALARY	Salary Grade 74
FLSA STATUS	Exempt
REPORTS TO	Chief Technology Officer
SUPERVISES	None
WORK WEEK SCHEDULE	Monday – Friday
WORK HOURS	40
NUMBER OF MONTHS PER YEAR	12

POSITION PURPOSE:

The Network Manager performs a variety of professional, supervisory and administrative work in the delivery and operation of comprehensive technical solutions for the school system. This individual oversees the networking and technical support services for Orange County Schools and performs specialized technical work in the area of design, installation, implementation and maintenance of the data communications for Central Office and the schools. Work involves responsibility for all wide area networking (WAN) equipment, telecommunications lines and Internet/network access for school and office locations. Coordination with the schools and district level staff is essential in order to select, purchase and distribute equipment, software and required infrastructure. The Network Manager is responsible for all aspects of network administration including, but not limited to, establishing standards and policies, system security and recovery, installing components of various network-based systems, performing connectivity activities associated with computer systems and communication devices/files, managing access, diagnosing hardware and software problems, monitoring and evaluating system performance, and performing all aspects of network administration. The Network Manager also assists with the development and implementation of a district-wide technology plan in accordance with state technical requirements.

MINIMUM QUALIFICATIONS:

KNOWLEDGE, SKILLS, AND ABILITIES

- Considerable knowledge of common computer operating systems
- Considerable knowledge of computer hardware, local area networking and common software applications
- Considerable knowledge of networking equipment and other communication hardware, capabilities and limitations, service requirements and associated costs
- Considerable knowledge of cabling infrastructure and electronic components required for networking
- Considerable knowledge of the current literature, trends and developments in the fields of networking and communications
- General knowledge of principles of supervision, organization and administration
- General knowledge of software copying rights of the school system
- General knowledge of multi-platform computer architecture and communication protocols
- General knowledge of appropriate diagnostic tools and utilities
- Some knowledge of hardware connectivity in the AS/400 environment
- Considerable knowledge of the school district's technology plans, development methodology and development standards.
- Ability to schedule and monitor development projects as well as on-going expansion projects
- Ability to estimate person power and time required for data communications related projects
- Ability to install and setup software packages that meet the needs of the school system
- Ability to perform general operations support functions for the data communications environment
- Ability to configure network servers, install networking software and set up required electronic equipment
- Ability to systematically determine the source of problems in a data communications environment and to take appropriate action
- Ability to perform all aspects of network administration
- Ability to evaluate request for changes and/or updates to the communications network
- Ability to evaluate software applications and to make recommendations for improvement
- Ability to maintain complete and accurate records
- Ability to establish and maintain effective working relationships as necessitated by work assignments
- Ability to develop clear, effective instructions for users
- Ability to communicate effectively both orally and in writing

EDUCATION, TRAINING, AND EXPERIENCE

- Bachelor's degree from an accredited institution in the field of computer science, computer technology, or business systems
- Seven (7) or more years of progressively responsible related experience in information technology services
- Any equivalent combination of education, experience and training that provides the required knowledge, skills and abilities

CERTIFICATION AND LICENSE REQUIREMENTS

- Must possess a valid driver's license issued by the NC Department of Motor Vehicles

PREFERRED QUALIFICATIONS:

- Ten (10) or more years of enterprise-level information technology experience
- Microsoft MSCE certification
- Cisco CCNA certification

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Must maintain 24 hours/ seven days a week on-call status for critical core systems.
2. Align priorities, work plans, and activities among the network infrastructure division of technology.
3. Determine work procedures to expedite work flow; study and standardize procedures to improve efficiency and effectiveness of technology core LAN/WAN operations.
4. Provide leadership, supervision and direction for technology core personnel in dealing with a variety of organizational and programmatic issues.
5. Collaborate with Chief Technology Officer regarding network infrastructure in aligning goals, objectives, and work plans for the delivery of timely and quality network services.
6. Work with the Senior Network Analyst in the development of program plans that deliver quality technology services for both the wired and wireless network.
7. Oversee administration of LAN/WAN infrastructure and the resources on which it relies, including administrative information systems and communicate and consult with technology personnel and advisory groups to administer the infrastructure.
8. Build trust and develop effective working relationships between Core technology team and constituencies ensuring the office's programs are implemented in a manner consistent with the goals and objectives of the Chief Technology Officer.
9. Lead testing and evaluation of new technologies for the LAN/WAN.
10. Design and implement wide area networks including network servers, hubs, routers, workstations and other peripheral devices.
11. Operate and maintains networks, track significant problems, monitor performance, and perform upgrades to hardware and software as required.
12. Maintain documentation regarding network configurations, operating procedures, and service records relating to network hardware and software.
13. Maintain updated knowledge of networking protocols, experience in routed and frame relay network environments, experience with network management utilities.
14. Maintain certifications in network operating systems software such as Microsoft Engineer, and other appropriate hardware certifications (e.g. Cisco).
15. Support financial and HR software and servers.
16. Perform daily network administration tasks such as creating user IDs, maintaining groups, managing security and backups.
17. Perform various data connectivity functions in the WAN, transfers data files and records between computer systems and other communication devices/files.
18. Develop and manage system security and recovery procedures for all aspects of the WAN and investigates all incidents and issues of intrusion.
19. Serve on Superintendent Technology Advisory Committee and District Technology Committee.
20. Perform other duties as assigned by the Chief Technology Officer.

WORKING CONDITIONS	
PHYSICAL DEMANDS	Work is considered light physical work requiring the exertion of up to 20 pounds of force.
WORK ENVIRONMENT	Employees in this position are required to work in indoor and outdoor environments, and come into direct contact with OCS staff, students and the public.
ACKNOWLEDGEMENTS	
The following signatures acknowledge that the supervisor has verified the accuracy of the position description, has discussed position requirements with the employee, and has advised the employee of work performance expectations	
<i>Reviewed by: Employee's Signature</i>	<i>Date</i>
<i>Approval by: Supervisor's Signature</i>	<i>Date</i>
The completed and signed position description shall be maintained at the employee's work location, shall be reviewed with the employee by his or her immediate supervisor, should be revised as required, and shall serve as the basis for all required evaluations.	

DISCLAIMER: *The above statements are intended to describe the general purpose and responsibilities assigned to this position. They are not intended to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and skills that may be required of the employees assigned to this position. This description may be revised by the supervisor, with HR review and approval, any time.*