DESERT COMMUNITY COLLEGE DISTRICT

MANAGER, NETWORKS AND SERVERS

THE POSITION
Under general supervision, the Manager, Networks and Servers is responsible for assigned aspects of the District's data and voice network including servers, firewalls, wireless bridges and access points, personal computers, local area networks, communication with remote installations, problem solving, vendor interfacing, modem communications, operating systems, district databases, technical training, and network security. The Manager, Networks and Servers must be familiar with personal computer hardware and software, WAN/LAN topology and software including routers, switches, servers, wireless bridges and access points, LAN bridges and gateways, related transport materials and methods, and personal computer hardware and software.

Under general supervision of the Director of Network Services and Communication or assigned supervisor, exercise independent decision making to perform all business operations that will ensure optimum data and voice communications. This position will provide leadership and guidance to develop and implement operating practices that will produce optimum system use. Provide technical expertise and leadership for projects related to the district's voice and data communications. This includes technical and administrative skills in telecommunications, performance and need analysis, procurement, implementation and maintenance for all campuses and locations.

Working in collaboration with assigned supervisor, will assign and coordinate the activities of staff, student and substitute workers assigned to this area.

REPRESENTATIVE DUTIES
1. Coordinate the installation, management, maintenance, upgrades, assessment, and ongoing monitoring of various servers and the associated databases and operating systems that support the District's data and voice production networks (both wide area and local area); e.g. E-mail, document imaging, energy management, institutional research, routers, switches, servers, wireless bridges, access points and the communication methods associated with these devices.
2. Provide input for network design and procurement of network servers, network communication equipment, software, licenses and supplies.
3. Coordinate network and PC software and equipment installations, configuration, upgrades, and relocation as required to support the needs of the college using software and remote access tools where appropriate.
4. Monitor and tune the District's data and voice network and servers for optimal performance.
5. Act as an interface with vendors for troubleshooting and resolving problems.
6. Work with the Director, Network Services and Communication to establish a growth plan for the network and associated servers and communication equipment to insure the best quality service in a state-of-the-art environment.
7. Provide planning and technical support for District installations of network equipment, servers, databases, software and operating systems.
8. Participate with vendors in the assessment of networking systems and infrastructure for current facilities as well as for all new construction and remodels.
9. Provide technical network and server support for district's information system at all campus and remote locations.
10. Identify and initiate resolutions to client problems and concerns associated with network equipment, network hardware and software to the client's satisfaction; includes customization based on District requirements and District standards and guidelines.
11. Assist in designing and managing the District's network including voice, wide area, and local area networks.

12. Help to plan and coordinate the purchase, installation, and implementation of telecommunications hardware and software according to department standards and procedures.
13. Analyze, recommend, and develop training with associated documentation to insure best utilization of equipment, software, and tools.
14. Maintain software and hardware registration and inventory to provide upgrades as necessary and insure appropriate security levels are maintained.
15. Monitors and tunes the voice and data networks for optimal performance using specialized diagnostic tools.
16. Reviews, monitors, documents and enforces data and voice network security, practices, and policies; provides appropriate virus detection; implements appropriate precautions for malicious network intrusions.
17. Uphold District policy guidelines as well as recommends new and improved guidelines to insure compatibility and better service to enterprise users of personal computers and associated software.
18. Maintain current technical expertise in the rapidly changing network and computer technology and utilizes state-of-the-art techniques in the implementation of office automation solutions.
19. May assist in the design, development and maintenance of streaming media and content delivery.
20. Perform other related duties as assigned and required.

QUALIFICATIONS

Any combination equivalent to a Bachelor's degree and the following experience:

- Three years of experience in network management including the installation and maintenance of network equipment such as servers, databases, operating systems, routers, switches, firewalls, wireless bridges and access points.
- Three years of hands-on working experience with an Active Directory environment including installation, maintenance and troubleshooting in a multi-server environment; three years of hands-on working experience with WAN, LAN and wireless networks for optimal performance using specialized diagnostic tools and software.
- Hands-on experience with voice mail and call accounting systems.
- Demonstrated knowledge of the practices, procedures, tools, and equipment used in the installation and maintenance of telecommunications equipment and network equipment.
- Ability to pull, terminate, and test cable for voice and data.
- Ability to work and communicate effectively with a wide variety of individuals from various departments.

DESIRABLE QUALIFICATIONS

- MCSE certification
- One year experience working with Exchange
- One year experience with MicroSoft SQL administration
- CCNA, CCNP, CCIE certification
- One year experience with Cisco IOS

WORKING CONDITIONS

Office environment; driving a vehicle to conduct work as necessary, requires some evening and weekend responsibility.

EMPLOYMENT STATUS

Classified Administrator

Approved: 02/10/2016

Leadership Salary Schedule VII