NETWORK SYSTEMS SUPERVISOR

DEFINITION

To manage, plan, organize and supervise the local and wide area network activities and operations within the TSS Department including local and wide area network design, development and implementation and helpdesk support; to coordinate assigned activities with other divisions and outside agencies; and to provide highly responsible and complex administrative support to the Director of TSS.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of TSS.
Exercises direct supervision over professional, technical and possibly clerical staff.

ESSENTIAL FUNCTIONS

Assume management responsibility for local and wide area network operations, services and activities of the TSS Department including network design, development, growth, and implementation, and help desk support; participate in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommend and administer policies and procedures; monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within unit policy, appropriate service and staffing levels. Plan, direct, coordinate and review the work plan for assigned staff, assign work activities, projects and programs; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems; perform planning services for local and wide area network growth which supports the District's strategic direction; review, investigate, evaluate and select new technologies for current and future business needs including systems equipment, hardware and software; ensure that all technologies comply with District standards and strategic direction; prepare service, equipment and software bid requests; develop requests for proposal; write specifications; evaluate bids received and select vendors; monitor performance of equipment and contracted services to ensure compliance with District standards; coordinate District network and communication operations and activities with outside agencies to improve access and sharing of data. Evaluate the requirements of District customers; design networks and systems to support these requirements; perform feasibility studies and conduct cost benefit analyses; ensure systems developed comply with District network standards and conventions; monitor network operations to identify performance and capacity issues; develop plans and implement new technologies and data communications services to satisfy capacity and performance requirements; determine requirements for contracting services with outside vendors; approve invoices and renewals for contracted software and hardware maintenance; develop policies and procedures related to network availability, security and related services; ensure implementation of operational practices in support of these policies and procedures; review and approve project plans for network construction, major technology enhancements or new products and services; ensure compliance with budget and project goals and objectives; select, train, motivate and evaluate assigned staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedure; oversee and participate in the development and administration

of the network services budget; participate in the forecast of funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement adjustments. Serve as the liaison for network operations and activities with other departments and outside agencies; negotiate and resolve sensitive and controversial issues; serve as staff on a variety committees that provide recommendations for infrastructure development and modification; prepare and present staff reports and other necessary correspondence; provide responsible staff assistance to the Director of TSS. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of local and wide area network development. Perform related duties and responsibilities as required.

DESIRABLE QUALIFICATIONS

Knowledge of:

Operations, services and activities of a comprehensive local and wide area network.
Information technology processes for network communications including network computing, client/server, Internet and related functions.
Advanced principles and practices of programming languages and databases.
Advanced principles and practices of systems analysis, systems programming, data communications and network concepts.
Operational characteristics and capabilities of network systems and equipment including operating systems, servers, hardware and software, hubs, switchers and related peripheral equipment.
Methods and techniques of evaluating network systems performance and capacity.
Advanced TCP/IP protocols.
Methods and techniques of evaluating network service requirements and conducting cost benefit analyses.
Principles and practices of project management.
Methods and techniques of contract negotiation and administration.
Programming practices and languages utilized in network systems.
Concepts, principles, practices and operational characteristics of emerging technologies in assigned area of responsibility.
Principles and practices of budget preparation and administration.
Principles of supervision, training and performance evaluation.
Pertinent Federal, State and local laws, codes and regulations.

Ability to:

Oversee and participate in the management of local and wide area network services.
Oversee, direct and coordinate the work of lower level staff.
Select, supervise, train and evaluate staff.
Research and evaluate new technology in assigned area of responsibility.
Conduct cost benefit analyses for network development projects.
Troubleshoot complex operational problems and articulate resolutions.
Apply complex technical principles and concepts to develop business solutions.
Provide technical support on Internet access issues.

Participate in the development and administration of goals, objectives and procedures.
Prepare and administer program budgets.
Prepare clear and concise administrative and financial reports.
Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
Determine requirements for contracting services with outside agencies.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible local and wide area network management experience including two years of administrative and supervisory responsibility.

Training:

Equivalent to a Bachelors degree from an accredited college or university with major course work in computer science, information systems or a related field. Additional professional training.

This position will be paid on the appropriate step of the Classified Management salary schedule:
- Range 209X
- 12 months