

**Desert Community College District  
Director, Network and Technical Services**

**Basic Function**

Under the direction of the Executive Director, Educational Technology, direct, plan, manage and maintain the network and technical functions of the District including network infrastructure, transport components, servers, computer systems, computer operations, help desk, telecommunication and video/camera systems; train, supervise and evaluate the performance of assigned staff.

**Representative Duties**

*Essential Functions*

1. Oversee District network infrastructure and transport functions/services including installation, programming, monitoring and maintenance. This includes all networking components; i.e. firewalls, routers, Layer 2/3 switches, gateways, hubs, wireless LAN controllers, and wireless access points. Troubleshoot, diagnose and resolve associated network hardware and software problems.
2. Manage and maintain virtual network system; i.e. Cisco unified computer systems, hyperflex, hyper-v, VMware or equivalent technology.
3. Manage and maintain backup systems for application servers.
4. Provide technology leadership for overall network services planning and architecture including design requirements, network standards, protocols for LAN/WAN components, and Internet/Intranet components. Develop and coordinate project management involvement of network services staff with end user management, network services groups and Bond Office.
5. Plan, organize and coordinate network and systems security, disaster recovery and production scheduling.
6. Develop written plans, recommendations, and specifications for network hardware/software components; ensure appropriate maintenance contracts exist and are kept current.
7. Coordinate with outside contractors/vendors the installation/repair of network infrastructure including copper and fiber installations. Inspect/confirm installation is completed to District standards.
8. Prepare, maintain and review a variety of narrative and statistical reports, records and files related to network services.
9. Perform installation/administration/maintenance of specialized network servers/applications. Diagnose and resolve server/application hardware and software problems.
10. Manage and maintain network operating system, create and maintain users accounts and back up servers.
11. Introduce new applications/technologies, upgrades to existing applications/technologies and server/client standards.
12. Supervise and coordinate the selection and installation of various hardware and software for District computer labs and coordinate the work schedules based on academic calendar.
13. Direct and perform District network telecommunications services including installation, programming, monitoring and maintenance of Voice over Internet Protocol (VOIP) components, call managers, emergency responder, paging, VOIP phones, ATA analog devices, softphones and teleconferencing systems. Diagnose and resolve telecommunications hardware and software problems.
14. Coordinate/direct/perform moves/adds/changes (MAC) of telecommunication components including IP phones, ATA analog devices and video conferencing hardware. Coordinate the addition/deletion/changes of centrex/dial-in-direct and POTS circuits with outside phone service provider. Coordinate the addition/deletion/changes of emergency response zone information with outside phone service provider.
15. Select, train, supervise, and evaluate the performance of assigned staff; recommend transfers, reassignments, discipline, terminations, promotions and other personnel actions as appropriate.
16. Communicate with other administrators, personnel and contractors to coordinate activities and programs, resolve issues and conflicts and exchange information.

*Other Duties*

17. Meet schedules and timelines, organize multiple projects efficiently and effectively and carry out required project details throughout the year.
18. Seek and participate in professional development activities.
19. Coordinate production schedules with end user departments.
20. Monitor and maintain the HelpDesk and user support.
21. Provide technical & user documentation.

22. Attend and conduct meetings.
23. Other duties and responsibilities as assigned.

**Knowledge and Abilities****Knowledge of:**

System design and networking fundamentals; applicable laws, codes, regulations, policies and procedures; computer hardware systems, software applications and languages utilized by the District; designated computer programming languages; Internet and electronic mail; oral and written communication skills; principles and practices of supervision and training; interpersonal skills using tact, patience and courtesy; operation of a computer and assigned software; technical aspects of field of specialty.

**Ability to:**

Direct, plan and supervise the network services functions of the District computer systems and computer operations; monitor and control contracts and support functions; install, upgrade and maintain third-party software; supervise and evaluate the performance of assigned staff; communicate effectively both orally and in writing to exchange information; interpret, apply and explain rules, regulations, policies and procedures; establish and maintain cooperative and effective working relationships with others; operate a computer, peripherals, a variety of network/server/application diagnostic equipment and assigned office equipment; analyze situations accurately and adopt an effective course of action; meet schedules and time lines; work independently and confidentially with minimal direction; exercise tact and diplomacy in dealing with sensitive or confidential matters; direct the maintenance of a variety of reports and files related to assigned activities; work under tight timelines; travel to off-site Centers in performing job related activities and functions.

**Education and Experience****Any combination equivalent to:**

- Bachelor's degree in telecommunications, computer science, information systems, business or related field, and
- Three (3) years related work experience in setting up networks, maintaining telecommunications and integrating voice and data, and
- Three (3) years of increasing responsibility for supervision of senior technology support technicians and specialists.
- A sensitivity to and an understanding of diverse academic, socioeconomic, cultural and ethnic backgrounds of staff and students and of staff and students with physical and learning disabilities.

**Desirable Education and Experience:**

- Master's degree in a related field is preferred and one (1) year information systems experience in an educational institution.
- Experience in network operating systems, email/SPAM filters, RDBMS databases, www, FTP, portal, print, video, DNS and DHCP services.
- Working knowledge of Cisco VOIP, Veeam, and backup exec programs.
- Industry certifications.

**Working Conditions**

Office environment. Constant interruptions. Driving a vehicle to conduct work as necessary. Be available on-call 24/7/365 to respond to emergency situations. Requires some evening and weekend responsibility.

**Employment Status**

Classified Supervisor

Adopted 8/2005

Revised effective 8/2019, 3/2020

Leadership X