



Job Title: **Manager – Network Services**

Position Description

To perform this job successfully, an individual must be able to perform the essential job functions consistently and to the satisfaction of the employer. Reasonable accommodations may be made for qualified disabled individuals. This job description is not an exhaustive list, as employees may be required to perform duties not specifically designated within this document, at the employer's discretion. The Escambia County School District reserves the right to modify or interpret this job description as needed.

FLSA Status: Exempt
Reports to: Appropriate Supervisor or Designee
Supervises: Appropriate Staff as required
Pay Grade: Professional – 2

APPROVED
ESCAMBIA COUNTY SCHOOL BOARD

JUNE 20, 2017

MALCOLM THOMAS, SUPERINTENDENT
VERIFIED BY RECORDING SECRETARY

JOB SUMMARY

The purpose of this position is to provide leadership in implementing and monitoring technology services in schools and administrative offices to achieve the District's mission and strategic aims.

ESSENTIAL JOB FUNCTIONS

- Manages the development, implementation, and improvement of service support procedures for the efficient delivery of assigned technology services.
- Monitors, evaluates, and reports on the technology services delivered by assigned personnel to ensure that the department's performance on problem resolution remains within the parameters set in the department's service level agreements.
- Monitors and manages the wide area network performance and initiates necessary corrective action.
- Monitors, evaluates, and reports on the availability and capacity of assigned technology services to ensure high availability of resources.
- Conducts long-range planning on the specifications, design, and installation of building networks, metropolitan area connectivity, servers, workstations, and software.
- Designs, implements, and supports District-wide computing networks (including network servers and network communications equipment) throughout the District.
- Provides project management for planning, implementing, improving, and maintaining network services for the District.
- Efficiently conducts research, collaborates with colleagues, and analyzes technically and instructionally complex problems in order to effect solutions.
- Analyzes and acts on data collected through the use of tools and strategies designed to measure customer satisfaction and quality of technology services delivered by the department to improve effectiveness and efficiency.
- Provides coordination and direction for the installation and maintenance of network equipment for the District.
- Works with appropriate District personnel in the deployment of effective Web-based strategies that address the communications, public access, service delivery, and instructional functions of the District.

- Works with appropriate District personnel to implement grant applications that address the District's mission and strategic aims.
- Provides plans for the justification and procurement of hardware and software.
- Assists in the interpretation of programs, philosophy, and policies of the District to staff, students, and the community.
- Serves as liaison with the Florida Department of Education for assigned areas of responsibility.
- Represents the Information Technology Department in local, state, or national meetings and conferences.
- Interacts with parents, outside agencies, businesses, and the community to enhance understanding of District initiatives and priorities and to elicit support and assistance.
- Keeps supervisor informed of potential problems or unusual events.
- Responds to concerns and inquiries in a timely manner.
- Communicates with vendor technical support to resolve hardware and software problems.
- Disseminates information and current research to appropriate personnel.
- Refers to professional journals and other current research to determine appropriate uses of technology applications and networking in education.
- Maintains expertise in assigned areas to fulfill project goals and objectives.
- Promotes and supports professional growth for self and others.
- Develops annual goals and objectives consistent with and in support of District goals and priorities.
- Attends training sessions, conferences, and workshops to keep abreast of current practices, programs, and legal issues.
- Refers to professional standards and practices to design and maintains efficient local area and wide area networks.
- Supervises assigned personnel, conducts annual performance appraisals, and makes recommendations for appropriate employment action.
- Receives objectives for the department and priorities for specific projects from the Director – Technology Support.
- Works in a proactive and self-directed manner to plan and carries out technical and curricular objectives and priorities of the department and District.
- Prepares or oversee the preparation of all required reports and maintains appropriate records.
- Follows the policies and procedures of the Information Technology Department and all School Board policies, rules, and regulations.
- Serves on District, state, or community councils or committees as assigned or appropriate.
- Represents, consistently, the District in a positive and professional manner.
- Performs other duties as assigned.

MINIMUM REQUIREMENTS

- Bachelor's Degree from an accredited educational institution in Computer Science, Computer Technology, Instructional Technology, Systems Science, Engineering, or related field.
- Minimum of seven (7) to ten (10) years of successful experience in dealing with technology support in schools and offices and providing network services to multiple sites.

- IT professional certification from at least one vendor from a vendor list maintained by the Director – Information Technology.
- Qualifications may vary from the above requirements to such a degree as the Superintendent and Board determine is necessary and appropriate to ensure properly qualified personnel in each specialized assignment.

KNOWLEDGE, SKILLS, AND ABILITIES

- Requires the ability to display comprehensive knowledge of data communications systems and industry standard protocols.
- Requires the ability to display extensive knowledge of wide area and local area network design and industry standards in order to optimally configure District-wide computing networks in the most cost effective manner.
- Requires the ability to display extensive knowledge of Microsoft, Novell, Macintosh OS X, and Linux network operating systems to implement and maintain network services at schools and centers.
- Requires the ability to display knowledge to analyze and evaluate the network's system performance and functionality and provide enhancements or corrections.
- Requires the ability to display knowledge of project management practices and tools to facilitate implementation of computing networks.
- Requires the ability to display knowledge of outside plant infrastructure including, but not limited to long-haul fiber and long-range wireless technologies, towers, relays, and design considerations.
- Requires the ability to display communications skills necessary for working with all levels of District administrators, data processing personnel, and most other District personnel.
- Requires the ability to display knowledge of Florida Statutes, School Board policies, state and federal regulations, and professional standards related to assignment.
- Requires the ability to use considerable judgment in developing methods or techniques for performing work.
- Requires the ability to organize and prioritize activities.
- Requires the ability to communicate effectively, both orally and in writing.

PHYSICAL DEMANDS

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force as needed to move objects. The work also requires the following physical abilities in order to perform the essential job functions: fingering, hearing, mental acuity, repetitive motion, speaking, talking, visual acuity, and walking.

WORKING CONDITIONS

Employees in this position work in a safe and secure work environment that may periodically have unpredicted requirements or demands.

Date of Board Approval: June 20, 2017, effective July 1, 2017

Date of Revision: