

SAN MATEO COUNTY OFFICE OF EDUCATION

CLASS TITLE: MANAGER, NETWORK SERVICES

BASIC FUNCTION:

Under the direction of the Administrator, Information Technology Services, plan, organize and direct internet and e-mail services for the County Office and local school districts including the development, operation, analysis, maintenance and repair of related computer and network systems; coordinate, direct and participate in the design, development, updating and maintenance of the County Office website and related web pages; supervise and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Plan, organize and direct internet and e-mail services for the County Office and local school districts including the development, operation, analysis, maintenance and repair of related computer and network systems; establish and maintain related time lines and priorities; assure related activities comply with established standards, requirements, laws, codes, regulations, policies and procedures.

Coordinate, direct and participate in the design, development, updating and maintenance of the County Office website and related web pages; direct and participate in determining proper content and artistic and visual layout for web pages to maximize effectiveness and meet various County Office, departmental and program strategies, goals and objectives.

Supervise and evaluate the performance of assigned personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; coordinate subordinate work assignments and review work to assure compliance with established standards, requirements and procedures; assure employee understanding of established requirements.

Plan, organize and direct the planning, design, set-up, development and modification of internet and e-mail network systems; assure proper installation of hardware and software, and testing of applications to assure proper operation; direct the investigation, troubleshooting, diagnosis and repair of network system problems and malfunctions.

Establish and maintain contact with various County Office departments in the planning, analysis and implementation of web site development projects; analyze requests for web site additions, solutions and revisions; provide technical training, support and expertise to County Office departments in the planning, design, development, implementation and maintenance of web pages.

Coordinate projects, personnel, help desk functions and communications to meet County Office and school district internet, e-mail and website needs; develop and implement related projects, services, goals, objectives, plans, strategies, systems and activities; confer and collaborate with staff in the planning of

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internet and e-mail services, and the resolution of technical issues.

Manage help desk and user support functions for internet and e-mail systems; oversee and participate in technical assistance services to provide users with information concerning related practices, requirements, procedures and malfunctions; coordinate help desk troubleshooting and solutions; assure proper and timely response to maintenance and repair needs.

Direct and participate in a variety of network administration activities including establishing and maintaining user accounts, e-mail accounts, internet connectivity and security applications; oversee and participate in administering, configuring, monitoring and maintaining network system servers and security; monitor and analyze system performance to assure proper operations.

Collaborate with other departments in developing and implementing web projects; test and debug new web pages; confer with users to determine web site, page and application needs and requirements; design and assure functionality of links, online forms, surveys and scripts; design and implement a variety of website features and applications.

Monitor, analyze and identify County Office technological needs; research, analyze and maintain current knowledge of current and new technologies to identify opportunities to enhance internet, e-mail and web services; initiate system, hardware, software and service purchases and upgrades as appropriate; coordinate related purchasing activities with vendors and service providers.

Assist in the development and preparation of the annual preliminary budget for County Office internet, e-mail and web services; analyze and review budgetary and financial data; control and authorize expenditures in accordance with established limitations; review and approve purchase orders as appropriate; assist with the development and maintenance of internet contracts.

Design, develop and implement internet, e-mail and web projects and systems; estimate and assure adequate time, staff and resources required for projects; calculate and prepare cost estimates; monitor progress of projects; inspect completed projects for accuracy, completeness and compliance with established specifications and requirements.

Provide technical information and assistance to the Administrator, Information Technology Services regarding internet, e-mail and web services, systems, activities, needs and issues; assist in the formulation and development of policies, procedures and programs.

Prepare, develop and process the E-Rate application and related documentation for the County Office; provide technical assistance to school districts concerning the E-Rate process and related projects, grants, funds, standards, requirements and procedures; conduct E-Rate workshops.

Direct and participate in the preparation and maintenance of a variety of records and reports related to internet contracts, E-Rate, projects, personnel and assigned activities.

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Communicate with administrators, personnel, school districts and outside organizations to exchange information, coordinate activities and resolve issues or concerns.

Operate a variety of computers, servers, peripherals and specialized software; drive a vehicle to conduct work.

Coordinate, attend and conduct a variety of meetings; consult with administrators concerning the planning, operation, maintenance and modification of internet and e-mail systems and web services.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Management of internet and e-mail services for the County Office and local school districts including the development, operation, analysis, maintenance and repair of related computer and network systems.

Principles, practices, procedures and techniques involved in the programming, design, development and maintenance of websites.

Computer systems and networking standards utilized by County Office and local school districts.

Applicable types of cabling, operating systems, servers and network design.

Computer graphics, page layout, image scanning, audio applications, HTML, text editors, scripting, database design and programming languages and software used in web page development.

Principles, methods and procedures of operating computers, networks and peripheral equipment.

System utilities and design and program applications.

Customer service and help desk standards, practices, techniques and procedures.

Policies and objectives of assigned programs and activities.

Applicable laws, codes, regulations, policies and procedures.

Principles and practices of administration, supervision and training.

Basic budget preparation and control.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Plan, organize and direct internet and e-mail services for the County Office and local school districts including the development, operation, analysis, maintenance and repair of related computer and network systems.

Coordinate, direct and participate in the design, development, updating and maintenance of the County Office website and related web pages.

Supervise and evaluate the performance of assigned personnel.

Direct and participate in determining proper content and artistic and visual layout for web pages to maximize effectiveness and meet various County Office strategies, goals and objectives.

Plan, organize and direct the planning, design, set-up, development and modification of internet and e-mail

network systems.

Direct the investigation, troubleshooting, diagnosis and repair of system problems and malfunctions.

Direct and participate in a variety of network administration activities including establishing and maintaining user accounts, e-mail accounts, internet connectivity and security applications. Communicate effectively both orally and in writing.

Interpret, apply and explain laws, codes, regulations, policies and procedures.

Establish and maintain cooperative and effective working relationships with others.

Operate a computer and assigned office equipment.

Analyze situations accurately and adopt an effective course of action.

Meet schedules and time lines.

Work independently with little direction.

Plan and organize work.

Oversee and participate in the preparation and maintenance of various records, reports and files.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in computer science or related field and five years increasingly responsible experience involving the programming, development, operation, analysis, maintenance and repair of network systems including work with internet, e-mail and website services.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information.

Seeing to view a computer monitor and read a variety of materials.

Sitting for extended periods of time.