

**SAN MATEO COUNTY OFFICE OF
EDUCATION**

CLASS TITLE: MANAGER, INTEGRATED TECHNOLOGY NETWORK SERVICES

BASIC FUNCTION:

Under the direction of the Chief Technology Officer, Integrated Technology Services, plan, organize and direct internet, network connectivity, network infrastructure, server management, cloud computing, multifunction systems, communications systems and cybersecurity preparedness for the County Office and local school districts; this includes the design, development, operation, analysis, maintenance and repair of network systems; establish and implement procedures; direct activities and operations of the network services team; supervise and evaluate the performance of assigned personnel.

ESSENTIAL DUTIES:

Plan, organize and direct internet and communications systems 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 timelines and priorities; assure related activities comply with established standards, requirements, laws, codes, regulations, policies and procedures.

Coordinate network services team in design, install, configure, maintain, upgrade, troubleshoot, tune and support local and wide area networks, servers, operating systems, applications, communications systems and multifunction systems

Configure network devices and software including routers, switches, security devices and others; configure routers and switches for County Office sites and district customers; configure and maintain network monitoring tools.

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.

Develop and deploy Incident Response Plans and cybersecurity procedures for information technology. Supervise the review and analysis of system logs, SIEM tools, and network traffic for unusual or suspicious activity, and make recommendations to restore secure operations.

Plan, organize and direct the planning, design, set-up, development and modification of internet and communications 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.

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

Monitor and analyze technical support effectiveness, efficiency and customer satisfaction; utilize appropriate systems to manage customer requests for technology support; assure appropriate resources are applied to meet customer needs.

Direct 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.

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 Voice Over IP 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 the management of the Integrated Technology Services budget.

Manage ISP services between County Office and local school districts. Monitor internet bandwidth and circuits for availability for County Office and ISP clients. Help develop and adjust ISP pricing as needed.

Provide technical information and assistance to the Chief Technology Officer regarding technology 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 concerning the E-Rate process and related projects, grants, funds, standards, requirements and procedures

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.

Communicate with administrators, personnel, school program and outside organizations to exchange information, coordinate activities and resolve issues or concerns; oversee and participate in the preparation, distribution and response to technology-related correspondence.

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

Coordinate, attend and conduct a variety of meetings as required.

Attend and participate in various meetings and trainings as assigned

Maintain professional and technical knowledge by attending courses and system training, reviewing professional publications, and conferring and collaborating with others in the professional community

Participate in building and implementing department and team’s strategic plan.

Assist in the development of the Integrated Technology Services budget.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE OF:

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

Network security systems and technologies including firewalls, content filtering, encryption, certificate management, and others.

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

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

Virtualization concepts and technologies, storage and backup concepts and technologies.

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

Customer service and HelpDesk standards, practices, techniques and procedures.

System utilities and design and program applications.

Customer service and HelpDesk standards, practices, techniques and procedures

Applicable laws, codes, regulations, policies and procedures.

Principles and practices of administration, supervision and training.

Basic IT Project Management principles.

Cyber security, disaster recovery and business continuity best practices

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 network and communications systems.

Supervise and evaluate the performance of assigned personnel.

Direct and participate in determining proper network effectiveness and meet various County Office strategies, goals and objectives.

Plan, organize and direct the planning, design, set-up, development and modification of network, internet and communications 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 timelines.

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

Work independently with little direction.

Plan and organize work.

Communicate effectively orally and in writing.

Establish, model, and maintain cooperative and effective working relationships with others.

Maintain various records related to work performed. Understand and follow oral and written instructions.

Meet schedules and timelines.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in computer science or related field and six years increasingly responsible experience involving the configuration, development, operation, analysis, maintenance and repair of network systems. Masters' degree highly desirable but not required.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING 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.

Personnel Commission Approval:

October 12, 2022