

Job Summary:

The job of Network Services Manager is done for the purpose/s of supporting WAN and LAN at the Tulare County Office of Education (TCOE), and providing WAN support to our school districts. He/she is responsible for the design, coordination, implementation and support of a complex Internet communication system for TCOE. In support of these objectives, he/she may manage and evaluate other network support staff.

Essential Functions:

- ▶ Analyzes WAN/LAN for the purpose of predicting problem areas and identifying issues that may need to be resolved in maintaining and optimizing WAN/LAN.
- ▶ Assists with Network Design for the purpose of helping our remote clients understand and create a compatible and supportable WAN component.
- ▶ Budgets Network services for the purpose of planning expenditures and insuring funding support is available by our organization to carry forward with planned objectives.
- ▶ Configures Network control devices for the purpose of installing, upgrading, or replacing control devices such as routers and switches.
- ▶ Coordinates installations of communication lines and equipment for the purpose of ensuring the implementation of the equipment and services are in place and that orders for new equipment are handled properly, that lines are ordered on time, and discounts are applied for that reduce the cost of the service and equipment.
- ▶ Designs Network systems for the purpose of creating a network solution and form an action plan.
- ▶ Diagnoses WAN and LAN problems for the purpose of identifying the failing component or issue that is creating a network communication problem.
- ▶ Documents the Network and configurations for the purpose of creating a layout that would allow someone to repair or replace components of the network without having to spend an inordinate amount of time studying the system.
- ▶ Installs/upgrades Network-related equipment for the purpose of creating or improving the network services.
- ▶ Manages Network support staff for the purpose of coordinating and directing the efforts of staff in creating a supportable network solution that will support the communication requirements related to the needs of the organization.
- ▶ Orders Network equipment and services for the purpose of ensuring the correct components are requested and that delivery times are coordinated with services.
- ▶ Trains Network support personnel for the purpose of enhancing their skills and ability to support the network.
- ▶ Trains end-users for the purpose of ensuring the user is able to identify the components of their systems and perform at least remedial trouble shooting for their network.

Skills, Knowledge and/or Abilities:

Specific skills required to satisfactorily perform the functions of the job include:

- ▶ **Skills to:**
 - Lead, motivate and create a team spirit with staff;
 - Manage a network system and maintain optimum efficiency;
 - Analyze projects to determine development requirements and estimate time lines;
 - Evaluate the strengths of staff members to aid in their growth while maximizing performance;
 - Track multiple projects and keep things on task;
 - Create a network;
 - Network design;
 - Troubleshoot;
 - Install and configure Network devices;
 - Diagnose;

Specific knowledge required to satisfactorily perform the functions of the job includes:

- ▶ **Knowledge of:**
 - OSI mode;
 - Router and Switch technologies;
 - Wiring standards;
 - Security design and components relating to the Internet;
 - Current funding sources and requirements that deal with Network infrastructure and support;
 - Documentation and process required to install circuits and apply for discounts;

Specific abilities required to satisfactorily perform the functions of the job include:

- ▶ **Ability to:**
 - Communicate effectively over the phone, in meetings, video conference, or in a seminar setting;
 - Establish and maintain effective working relationships with those contacted in the performance of duties;
 - Introduce and train others on networking technologies;
 - Work productively in a multi-tasking environment;
 - Maintain a network;
 - Setup and configure networks from the workstation to the communication link to ISP provider;
 - Recognize trends in the Networking industry;
 - Maintain records and keep documentation up-to-date;
 - Keep management apprised of issues and recommend solutions for those issues;
 - Advise school districts on networking issues.

Education Required:

- ▶ Bachelors Degree is preferred but five years experience as a network analyst will equate.
- ▶ The candidate should have a firm grasp on the technologies used in an Enterprise network.

Experience Required:

- ▶ Experience working as a Network Analyst with successful network management experience.

Licenses, Clearances, Certifications, Bonding, and/or Testing Required:

- ▶ Valid California Drivers License and proof of automobile insurance.
- ▶ Department of Justice and FBI Fingerprint Clearance.

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This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office.

This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office.

This organization is a Drug and Tobacco - Free Workplace

This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.