



MORAGA SCHOOL DISTRICT – HUMAN RESOURCES

Title: Information Technology Network Manager

Reports to: Director of Technology

Work Year: 12-Month Position

Salary Range: 14

Definition:

Under the Director of Technology the job of Information Technology Network Manager is established for the purpose of planning, directing, designing, coordinating, and administering network systems and subsystems including all servers and network hardware; resolving network operational issues; maintaining server and network hardware and software; and providing information, direction and/or recommendations regarding computer equipment, software or servers. Ensure reliability and secure network and server systems district wide.

Representative duties:

- Manage the engineering, design, installation, modification, expansion, and maintenance of the complete data infrastructure for the purpose of ensuring the efficient and safe growth and development of IT services for teachers, students and staff.
- Design computer networks, physical and logical network infrastructures, IT security, servers, etc. (e.g. Internet, Intranet, Gmail, etc.) for the purpose of ensuring effective, secure, and efficient use.
- Administer systems and servers related to district networks (e.g. email systems, user accounts, student database systems, library circulation and textbook software, anti-virus deployment and updates, print queues, network services, etc.) for the purpose of ensuring availability of services to authorized users
- Perform daily backups of all district data systems.
- Install network equipment, server software and hardware on a variety of platforms (e.g. service packs, application software, operating software, hardware upgrades, etc.) for the purpose of upgrading and maintaining equipment and software.
- Monitor IT availability, security and related hardware and supporting software for the purpose of ensuring that resources and technology are available and utilized effectively.
- Plan the installation or upgrade of computers, servers and network equipment for the purpose of meeting the technology needs of the district
- Schedule systems downtime with end users and technical staff to facilitate hardware and software upgrades, changeovers and backups.
- Repair network-related failures (e.g. network services, network equipment, server issues, etc.) for the purpose of maintaining computer and network equipment in a safe and functional condition.
- Provide leadership and technical support for the purpose of designing, developing and maintaining an efficient, unified and fully integrated computer system.



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- Attend trainings and research information required to manage assignments (e.g. trends in educational technology, telecommunications, networking, media, etc.) for the purpose of developing new programs/services, ensuring compliance with relevant requirements, securing general information for planning, taking appropriate actions, and/or responding to requests.
- Manage and monitor full availability of Google Apps for Education for all students, teachers, and support staff.
- Research software and hardware requirements for the purpose of previewing products to provide recommendations regarding applications and purchases and ensuring availability of materials.
- Compile data from a wide variety of sources for the purpose of analyzing issues, ensuring compliance with various policies and procedures, and/or monitoring program components.
- Confer with district staff on topics related to network installation and configuration for the purpose of providing technical advice and support and assisting in the development of policies and procedures.
- Prepare written materials (e.g. procedures, drawings, reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Serve as liaison to software/hardware providers for the purpose of providing and/or gathering information and coordinating district activities.
- Train participating district and related site staff for the purpose of providing information on the operation and maintenance of computer systems and/or providing instruction on technology integration into the location.
- Provide direction to the Information Technology Support Technician and Site Technology Coordinators
- Assess, diagnose, and determine most efficient and cost effective modes for repair and maintenance of computers; as appropriate install ,test, troubleshoot and maintain computer hardware and software and a variety of peripheral equipment:
- Maintain documentation and control procedures for all network, communication security and related systems.
- Understand and interpret manufacturer’s maintenance and repair manuals and maintain necessary support service contracts.
- Perform other duties as related

Ability to:

- Perform technical work in the installation, operation, maintenance, repair and diagnosis of personal and network computers
- Provide technical user support including training in the use of computers
- Troubleshoot and resolve network, hardware and software issues in a timely manner
- Implement new software and services while advancing technical knowledge.
- Train faculty on use of software and hardware in both office and classroom situations.



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- Work with vendors and vendor support in ordering and supporting district hardware and software.
- Prioritize and schedule support requests effectively.
- Meet schedules and timelines.
- Plan and organize work, including larger projects.
- Work independently and multi-task with minimal direction
- Estimate time and material costs
- Establish and maintain cooperative and effective work relationships.
- Must be willing to work irregular hours hours/days including evenings, weekends and holidays and on-call emergencies.

Knowledge of:

- Procedures to install, repair, and upgrade district software programs.
- In-depth knowledge of common and current district operating systems.
- Automated deployment, group policy and network infrastructure.
- Local area networks and web based applications.
- Safe work practices related to tools, equipment, and electricity

Skills

- Effective oral and written communication.
- Correct English usage, spelling, grammar and punctuation.
- Operate and properly care for hand and power tools

Education:

- Bachelor's degree or equivalent
- Preference will be given to those with relevant professional experience and/or college courses in computer science and/or related fields.
- Certification of network management desirable

Experience:

- Recent experience in information technology support and service.
- Two years of experience in network maintenance, installation and repair.
- Programming experience desirable

Physical Requirements: Requires mobility of arms to reach and dexterity of hands to grasp and manipulate small objects (keyboards, telephone, common office machines); requires vision (which may be corrected) to read small print; requires the mobility to stand, walk, stoop, reach, crouch, crawl, kneel, and bend; requires lifting, pushing and or pulling equipment, supplies and packages which do not exceed 50 pounds. While performing the duties of this job, the employee is frequently required to walk, sit and talk or hear.