



Position Description

Position: Network, Central Computing & Telecommunications Systems Supervisor	Position Number: 110601
Department/Site: TeCS	FLSA: Exempt
Evaluated by: Chief Information Services Officer	Salary Range: 15

Summary

Under the general direction of the chief information services officer, the position of network, central computing & telecommunications systems supervisor plans, develops, implements and supervises all college network, central computing and telecommunications systems. Ensures consistent and efficient network, central computing and telecommunications services to college personnel, students, and the community.

Essential Duties and Responsibilities

- Designs, plans, and implements the college video, voice and data network systems.
- Plans, organizes and directs the installation, configuration, maintenance, programming and repair of telecommunications systems and equipment.
- Architects and provides technical leadership for overall computer operating systems and network planning and architecture including design requirements, standards, protocol, and capacity planning.
- Manages computer and network operations to ensure proper integration and optimal operating levels including installation, maintenance, repairs, fault management, error isolation, troubleshooting, problem resolution, security and disaster recovery.
- Maintains an inventory of network and central computing systems hardware and software along with vendor-specific licensing.
- Manages all interfaces to networked resources external to the central college systems including but not limited to the college library system, the distance education course management system, and the college web site provider.
- Manages IT Network Specialists in their roles to oversee distributed processing systems including network programming, maintenance of user accounts, network security, network backup and file maintenance activities; Database Administrators in their role to update, maintain, and optimize the college databases; and Web Support Personnel in their role to support and maintain the college web site.
- Administers requests for equipment installation and other services related to networks and telecommunications, writes specifications and designs, directs development of bid specifications and prepares plans to install or modify network systems configurations.
- Establishes system software standards, upgrade procedures and maintenance activities to achieve the highest possible reliability and accessibility of network systems.
- Provides technical and information assistance in support of college building projects, for new construction and remodels, to ensure the technology needs of the project are met in a timely and cost effective manner.
- Engages in activities to keep current with computer operating and network systems and telecommunication technology to proactively administer the college network and operating systems.
- Hires, trains, supervises, and evaluates the performance of direct reports.
- Serves as chairperson for the appropriate shared governance committees.



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- Participates on technology management team including but not limited to annual budgeting and strategic planning.
- Performs related duties as assigned.

Qualifications

Knowledge, Skills and Abilities

- Knowledge of computer operating systems, network and telecommunications concepts, applications, and installations in a multivendor and multiprotocol environment.
- Knowledge of internet and intranet infrastructure, Wide Area Networks (WANs), Local Area Networks (LANs), groupware, email, web services, and video distribution systems.
- Knowledge of network components including structured wiring, servers, workstations and peripherals, Network Interface Cards, hubs, routers, switches, multiplexors, bridges, and gateways.
- Knowledge of current developments and trends in the computer networking industry.
- Knowledge of troubleshooting procedures for computer operating systems, network, and telecommunications equipment.
- Knowledge of management skills with policy and budget formation including preparation and administration of the annual budget.
- Perform all of the relevant duties of the position with only general direction.
- Work effectively in a shared governance environment.
- Provide customer support from a management level.
- Provide customer service protocol with a customer-service oriented priority.
- Use effectively a personal computer and a variety of job-related software applications.
- Conduct long-range planning.
- Communicate clearly and concisely, both orally and in writing.
- Demonstrate effective communication in a multi-cultural environment with faculty, staff and students.
- Establish and maintain cooperative and effective working relationships with members of the college community and with outside contacts.
- Coach and manage technical and/or administrative staff.

Physical Abilities

- Incumbent must be able to function effectively indoors engaged in work of primarily a sedentary nature.
- Requires the ability to sit for extended periods of time to accomplish data entry and deskwork.
- Requires sufficient arm, hand, and finger dexterity in order to use a personal computer keyboard, multi-media presentation, and other office equipment.
- Requires normal hearing and speaking skills to communicate in one-on-one and small group settings and distinguish sound prompts from equipment.
- Requires visual acuity to read printed materials and computer screens.

Education and Experience

- Possession of a bachelor's degree in computer science or information systems or a related field with a minimum of eight years of experience. Master's degree is preferred.

Licenses and Certificates

- May require a valid driver's license.



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Working Conditions

- Work is performed indoors where minimal safety considerations exist.