

## COMPTON COMMUNITY COLLEGE DISTRICT



### SYSTEM AND NETWORK SUPPORT MANAGER

**FLSA: EXEMPT**

#### POSITION DESCRIPTION:

Under the direction of the Director of Information Technology Systems, the employee receives assignments and is expected to carry them through to completion with substantial independence.

#### ESSENTIAL DUTIES/FUNCTIONS:

- Supervise, train and evaluate assigned staff.
- Perform complex, highly specialized and technical activities related to the design, configuration, installation, maintenance and support of the District's network services, equipment and devices to ensure the secure operation, performance, and maintenance of the mission-critical enterprise.
- Configures, installs and maintains the College network infrastructure and related systems, including but not limited to: routers; switches; firewalls; wireless access controllers; and VoIP infrastructure.
- Plans, analyzes, and develops the process of deployment, implementation, and maintenance procedures for the College's network projects
- Recommends, develops, implements, and maintains network security standards and performs administration tasks for various layers of network security levels.
- Identifies, troubleshoots and resolves issues relating to network outages and performance; makes recommendations for upgrades or improvements.
- Responds to user reported problems and service requests related to network services efficiently and effectively.
- Monitors and analyzes network and systems resource utilization and performance to determine and resolve potential issues and ensures services are delivered efficiently.
- Monitors the performance and stability of multiple hardware and software platforms at the most complex level to maximize network resource throughput.
- Supports interfaces with servers and other network devices at operating system and application levels to ensure services are provided efficiently.
- Stays abreast on updated technology and new developments related to networks and collaborates with internal resources and vendors in the evaluation and acquisition of internetworking equipment, solutions, and new technology.

- Ensures the execution of proper operational procedures, change controls and documentation. Creates and maintains documentation as it relates to network configuration, network mapping, processes, and service records.
- Provides technical consultation to end users on network service related requirements. Acts as the primary technical staff to provide network technical expertise to implement various network related projects.
- Performs other related duties as requested or assigned.

### **KNOWLEDGE AND ABILITIES:**

#### **KNOWLEDGE OF:**

- Knowledge of wired and wireless LAN/WAN solutions, architecture, design concept and implementation.
- Data communication concepts, protocols, devices and network monitor tools such as Cisco Switching technology, routing protocols, and network management software.
- Network devices, operating systems such as Cisco IOS principles and procedures related to system audit and security.
- Programming, scripting skills to streamline network administration tasks.
- Internet and network security, firewalls, proxy servers, digital rights, and virtual private network (VPN).
- Project management concept and methodology.
- Internet application service and services, such as web server and directory services.
- Business productivity software such as Microsoft Office tools and databases.
- Network services management tools.
- Servers and workstations operating systems concepts and administration.
- Principles and practices of supervision, training and performance evaluations.

#### **ABILITY TO:**

- Design and implement major networks.
- Establish, monitor and control implementation schedules.
- Analyze trends in network performance and develop appropriate responses.
- Monitor routers, hubs, switches and other important network resources.
- Review performance reports; develop long range plans for ensuring appropriate network capacities.
- Develop and maintain network operational procedures, records, documents and drawings.
- Provide high-level technical support to divisional technicians and analysts.
- Monitor network statistics and operation to ensure continuous and optimum performance.
- Develop, administer and monitor network security system.
- Communicate effectively orally and in writing.
- Work cooperatively with others.
- Train, supervise and evaluate assigned staff.

**EDUCATION AND EXPERIENCE:**

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be

- Bachelor's degree, or equivalent, from an accredited college or university
- At least six years of relevant hands-on experience, preferably within a college or other government organization

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.