

## Director, ACCNET Services

**FLSA Status:** Exempt

**Pay Grade:** 31

**Job Title ID:** 19251

**Job Series/Job Family:** Information Technology Series / Network Services Family

### Reports To

Associate Vice President, Information Technology

### Job Purpose

To direct the staff and operations of the ACCNET data/voice/video network services; to provide stable, secure, and reliable network support services to faculty, staff, and students.

### Description of Duties and Tasks

*Essential duties and responsibilities include the following. Other duties may be assigned.*

#### **Required**

1. Directs the planning, staff, and operations of the ACCNET network program.
2. Directs the development, implementation, and evaluation of district-wide computer network and telecommunications operations.
3. Analyzes ACCNET functionality; identifies and resolves problems; evaluates trends and recommends operational, procedural, and technical improvements; coordinates integration with other systems; directs the execution of system upgrades; identifies and communicates strategies, goals, and objectives.
4. Assures functionality, compatibility and performance of ACCNET network systems; reviews College growth strategies and determines ACCNET resource requirements, program goals, and deliverables; develops strategic plans and tactical goals; determines scope and priorities of projects.
5. Provides vision and planning for future growth and sustainability of the ACCNET network.
6. Remains current on trends and technology changes; evaluates new hardware, software, and related equipment for functionality and fit to current operating environment and user needs.
7. Works with departments and committees College-wide to assess network needs for computer hardware and software; develops enhanced network design consistent with ACC goals.
8. Analyzes network functions and evaluates the services provided; develops plan of action and recommendations; identifies milestones and issues to be addressed, and generates reports as required.
9. Manages and provides leadership and guidance to ACCNET staff; develops priorities and assigns tasks and projects; ensures that all issues are addressed and resolved.
10. Meets regularly with staff to discuss and resolve workload and technical issues.

### Knowledge

*Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.*

#### **Required**

- Principles and techniques for management of organization-wide projects.
- Computer network domains, technologies, and protocols. Networked systems access and security guidelines and procedures.
- Current trends and information sources for managing network systems.
- Telecommunications principles, regulations, and system management strategies.
- Management principles, practices, and methods.
- Project planning and management principles.

**Skills**

*Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.*

**Required**

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Evaluating complex network systems and making recommendations for resources required to maintain and expand service levels.
- Ensuring a highly professional and successful technical support environment.
- Assessing needs and developing and promoting effective solutions.
- Reviewing and preparing narrative and statistical reports and records.
- Interpreting and applying rules, regulations, policies, and procedures.
- Assessing and prioritizing multiple tasks, projects, and demands.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

**Computer Skills****Required**

- Demonstrated professional-level technical proficiency in network domain administration.

**Physical Requirements****Required**

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in a computer laboratory and office environment

**Work Experience****Required**

- Four years computer network management work experience in a complex networked environment, including one year supervisory work experience.

**Education****Required**

- Bachelor's degree in computer science or information technology.

**Licenses/Certifications****Required**

- Valid Texas driver's license.

**Other****Preferred**

- Knowledge of ACC organization, operations, policies, and procedures.

**Safety****Required**

- Supervise safe operation of unit. Facilitate safety inspections. Take reasonable and prudent actions to eliminate identified hazards. Ensure employees receive appropriate safety training and foster a workplace safety culture.

