

Manager, Network Services

FLSA Status: Exempt

Pay Grade: 24

Job Title ID: 19252

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

Reports To

Director, ACCNET Services

Job Purpose

To manage the administration of ACCNet and the data/voice/video network for the College and activities related to administration, design, installation, configuration, maintenance, and utilization of ACCNet.

Description of Duties and Tasks

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

Required

1. Manages the operational activities of the College-wide Data/Voice/Video network, ACCNet, including design, installation, configuration, maintenance, and security.
2. 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.
3. Provides technical leadership and guidance to technical staff; ensures compliance with policies and regulations, and that all issues are addressed and resolved.
4. Monitors utilization trends, manages network performance, and assures maximum uptime; performs ongoing analysis, capacity planning, and technical tuning of the network systems to improve performance.
5. Designs, configures, and maintains network infrastructure components; trouble-shoots network to diagnose system problems; identifies, locates, resolves, and repairs problems; installs and configures software upgrades, file sharing, and domain security protocols.
6. Plans, develops, and designs network management and maintenance projects, including policies and procedures, operational improvements, backup and archival files, and evaluates new technology integration.
7. Coordinates operations activities with other departments and service providers; designs and implements campus-based LAN's, connectivity issues and cabling systems.

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

- Computer network domains, technologies, and protocols.
- Networked systems access and security guidelines and procedures.
- Network performance tuning techniques.
- Current trends and information sources for managing network systems.
- Project planning and management principles.
- System backup and recovery procedures and techniques.

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

- Establishing and maintaining effective working relationships
- Assessing ACC network and telecommunications support needs, and developing and promoting effective solutions.
- Assessing and prioritizing multiple tasks, projects, and demands.
- Maintaining confidentiality of work related information and materials.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills, with attention to detail and follow thru.
- Maintaining an established work schedule.

Computer Skills

Required

- Demonstrated professional-level technical proficiency in network administration and command line interface of network, telecommunication and/or security appliance equipment.

Physical Requirements

Required

- Occasional lifting of objects up to 100 pounds with assistance.
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in a computer laboratory and office environment

Work Experience

Required

- Three years related LAN/WAN management work experience in an IP environment including WAN experience and experience designing, installing and maintaining an IP network to include routing, switching, IP telephone/video and/or wireless products.

Preferred

- Work experience in installation, design and administration of IP telephony systems and servers.

Education

Required

- Bachelor's degree in computer science and/or electrical engineering or related field. Related work experience may be substituted for the required education on a one year for one year basis. Work experience used for education may not again be counted for the work experience requirement.

Licenses/Certifications

Required

- Valid Texas Driver's License. May be required to obtain additional specific technical certifications

Other

Required

- Previous experience in installation, configuration and maintenance of routers, Ethernet switches, wireless access points, VPN concentrators, and PIX firewall devices.

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.