

## ASSISTANT COMPUTER AND NETWORK OPERATIONS MANAGER

### DEFINITION

Assists the Computer and Network Operations Manager by directing the day-to-day activities of the District's computer center and the local area network (LAN) and telephone operations of the District Office.

### TYPICAL DUTIES

- Directs the day-to-day operations of the District's computer center to assure that acceptable levels of service are provided to all college and District Office users.
- Directs the day-to-day LAN, telephone, and videoconferencing operations of the District Office.
- Assists in planning and coordinating the activities of telecommunications service providers such as local exchange carriers, state and governmental agencies, and internet service providers.
- Assists in assessing new computer and network technologies, in conducting cost-benefit analyses, and in making recommendations regarding their applicability to the District.
- Assists in drafting contract language with vendors and in reviewing the performance of vendors involved in computer and network operations.
- Participates in computer and network capacity planning studies.
- Assists in planning, organizing and directing the use of systems management software to monitor computer and network operations at multiple sites.
- Works cooperatively with college LAN administrators to provide assistance in the development of technical standards and procedures for District-wide use.
- Reviews procedures, schedules, and systems controls for maximum efficiency, effectiveness, security, and accuracy and makes recommendations.
- Assists in planning, organizing, and directing the help desk services and training programs for local and remote computer and network users.
- Assists in maintaining and periodically testing disaster recovery plans for computer and LAN operations.
- Selects, trains, and reviews the work of assigned computer and network operations personnel.
- Orders or directs the procurement of paper stock and other computing supplies, and maintains an inventory.
- Keeps records of LAN and computer utilization and makes periodic management reports.
- Acts for the Computer and Network Operations Manager in his/her absence.
- Performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS

An **Assistant Computer and Network Operations Manager** oversees the day-to-day activities of the District's computer center as well as the local area network (LAN) and telephone operations of the District Office. An incumbent in this class also assists the Computer and Network Operations Manager in planning and organizing those computer and network operations.

## DISTINGUISHING CHARACTERISTICS (Cont.)

A **Computer and Network Operations Manager** plans, organizes, and directs District-wide computer operations as well as the local area network (LAN) and telephone operations of the District Office. An incumbent in this class personally handles complex operational matters having District-wide impact or problems referred by his/her subordinate supervisors.

## SUPERVISION

General direction is received from the Computer and Network Operations Manager. General supervision is exercised over supervisory and technical computer and network operations personnel.

## CLASS QUALIFICATIONS

### Knowledge of:

- Capabilities of servers, local and wide area networks, and personal computers
- Systems analysis and assessment of alternative solutions
- Methods and equipment used to troubleshoot computer equipment and network malfunctions
- Telephone and videoconferencing technologies and operations
- Operation and application of a wide variety of network and computer software
- Capabilities of systems management software in monitoring distributed computer and network operations
- Documentation requirements and program testing procedures
- New developments in computer hardware and network technology
- Principles of organization, management and work simplification
- Principles of supervision and training

### Ability to:

- Plan, coordinate, and review the work of LAN support personnel and multiple-shift computer operations personnel
- Plan and organize assigned operations to meet critical deadlines and to provide alternative procedures in emergencies
- Diagnose complex operational problems and take corrective action
- Analyze computer and network operations for the purpose of instituting or recommending more efficient procedures
- Establish and maintain effective and cooperative working relationships with administrative personnel, staff, network users, and representatives of service companies
- Train information technology personnel in the District's operational methods, techniques, and procedures
- Acquire knowledge of new computer and network technologies and methods and apply that knowledge to solving operational problems
- Prepare clear and concise reports

## ENTRANCE QUALIFICATIONS

### Education and Experience:

Graduation from a recognized four-year college or university, preferably with a major in computer science, computer information technology, computer engineering, or a closely related field.

### **AND**

Three years of recent, full-time, paid experience supervising computer and/or network operations. Experience working in or supervising multi-site computer and networks operations is desirable.

### Special:

A valid Class "C" California driver's license.  
Access to an automobile.