

COMPUTER AND NETWORK OPERATIONS MANAGER

DEFINITION

Plans, organizes, and directs District-wide computer operations and manages the local area network (LAN) and telephone operations of the District Office.

TYPICAL DUTIES

- Plans, organizes, and directs the District's computer operations to assure that acceptable levels of service are provided to all college and District Office users.
- Plans, organizes and directs LAN, telephone, and videoconferencing operations of the District Office.
- Plans and coordinates the activities of telecommunications service providers such as local exchange carriers, state and governmental agencies, and internet service providers.
- Evaluates new computer and network technologies, conducts cost-benefit analyses, and makes recommendations regarding their applicability to the District.
- Plans, organizes and directs the use of systems management software to monitor computer and network operations at multiple sites.
- Reviews procedures, schedules, and system controls to achieve maximum efficiency, effectiveness, security, and accuracy.
- Works cooperatively with college LAN administrators to develop technical standards and procedures for District-wide use.
- Plans, organizes and directs help desk services and training programs for local and remote computer and network users.
- Participates in computer and network capacity planning studies.
- Drafts contract language with and reviews the performance of vendors involved in computer and network operations.
- Directs the procurement, inventory control, and disposition of paper stock and other computing supplies.
- Maintains and periodically tests disaster recovery plans for computer and network operations.
- Oversees the selection, assignment, training and supervision of computer and network operations personnel.
- Managing the standardization and the development of specifications for the acquisition of computers, servers, and network equipment.
- May act for the Chief Information Officer in his/her absence.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

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.

DISTINGUISHING CHARACTERISTICS (Cont.)

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.

SUPERVISION

General direction is received from the Chief Information Officer. General supervision is exercised over supervisory 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
- Telephone and videoconferencing technologies and operations
- Capabilities of systems management software in monitoring distributed computer and network operations
- Operation and application of a wide variety of network and computer software
- Methods and equipment used to troubleshoot computer equipment and network malfunctions
- New developments in computer hardware and network technology
- Principles of planning and process control, documentation, and program testing
- Principles of organization, management, and work simplification
- Principles of supervision and training

Ability to:

- Direct and coordinate computer and network operations among multiple locations through subordinate supervisors
- Plan and organize operations to meet critical deadlines and to provide alternative procedures in emergencies
- Diagnose complex operational problems and direct 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
- 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

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

Special:

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