

Computer and Network Services Supervisor

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
1176	Exempt	Officials & Administrators	Supervisory	76	08/28/2003	Classified	1 of 3

DEFINITION: Under the general direction of a manager, using highly significant skills for this series, coordinates Information Technology unit activities meeting organizational strategic needs; provides highly responsible technical consultation to senior managers. Supervises complex, well defined projects, including participating in and coordinating the gathering of procedures and synthesizing of information, composing and editing departmental, college and District Office publications, reviewing and summarizing submittals; may oversee projects or programs. Exercises direct supervision over assigned technical staff and perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS: A Computer and Network Services Supervisor serves as the highest level in this series and has supervisory responsibility for computer and network systems. When compared to lower level classifications in the series, a Senior Computer and Network Specialist performs the more complex functions of designing, implementing and administering Local and Wide Area Networks. The senior classification differs from the specialist classification in that it requires a depth and breadth of knowledge and experience sufficient to permit an incumbent to work independently with minimal supervision and exercise significantly greater leadership and project management skills.

EXAMPLES OF DUTIES/ESSENTIAL FUNCTIONS: Duties/essential functions may include, but not be limited to, the following:

- Effectively plans, develops, supervises and evaluates assigned computer and network services staff, related functions, and programs.
- Develop, coordinate and manage Information Technology project plans including project proposals, timelines, major milestones and implementation.
- Plans, organizes, and directs computer and network operations and staff to assure that acceptable levels of service are provided to all college users including student computer labs and faculty, staff and administrative computer and network resources.
- Plans, organizes and directs help desk services and training programs for local and remote computer and network users to provide high quality customer service.
- Oversees selection, assignment, training, supervision and evaluation of computer and network operations staff.
- Manages, designs and troubleshoots LAN and WAN resources and performance (e.g., network routers, switches, cables, firewalls, intrusion detection systems, security, configuration, documentation, IP assignments, VLANS, etc.).
- Configures and troubleshoots routers, firewalls and switches.
- Manages the implementation and continuous development of hardware/software upgrades of network servers and tape backup systems (e.g., Windows NT, Windows 2000/Active Directory Services, Unix, SANS storage, etc.).
- Develops and monitors college-wide files, print and application services (e.g., Web Servers, File Servers, Application Servers, SQL Servers, Media Streaming Servers, Storage Servers, DNS/DHCP/WINS, etc.).
- Plans, organizes and directs the use of systems management software to monitor computer and network operations.
- Maintains and periodically tests disaster recovery plans for computer and network operations.
- Reviews procedures, schedules, and system controls to achieve maximum efficiency, effectiveness, security, and accuracy.
- Assists in the performance of duties throughout the department.



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- Maintains inventory of equipment and supplies for the department and the college.
- Serves on technical committees and as a liaison to technical services vendors.
- Establishes performance standards and methods for assigned technical services.
- Develops and implements policies, procedures, service improvements and modifications.
- Prepares various highly complex reports on operations and activities.
- Participates in budget preparation and monitors expenditures.
- Administers assigned functions in conformance with applicable District policies and procedures, state and federal employment laws and regulations, and collective bargaining agreements.
- Travels to District work sites and other locations within or outside the District to participate in and oversee programs and activities.
- Works effectively with other departments on various issues and programs and develops Service Level Agreements.
- Builds and maintains positive working relationships with staff, peers, managers and other District employees and the public using principles of good customer service.
- Investigates complaints and recommends corrective actions as necessary to resolve issues.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of: Principles and practices of public administration and project management; analysis and various complex methods for the presentation of data and ideas; budget development and expenditure tracking; business report writing; operations and applications of computers, networks, telecommunications and associated equipment; current PC computer operations and applications; server hardware and network operating systems and applications; LAN/WAN design and understanding of OSI model; router, firewalls and switch configuration and troubleshooting; Active Directory Services and enterprise network services; higher education information systems; technical staff supervision; equipment and applications used in student computer labs.

Ability to: Communicate effectively both orally and in writing; supervise technical staff and students; work independently in the absence of supervision; operate, maintain, monitor and troubleshoot computers, networks and telecommunication equipment; resolve problems with the performance of services and interpretation of responsibility; contract and monitor vendor services; develop, administer and monitor project plans; create and update reports including accounting, problem reports and operational planning.

Education and Training: Equivalent to completion of a BA/BS degree from an accredited college or university with major course work in the sciences, business, computers, networks, telecommunications or a related field.

Experience: Equivalent to at least two years of professional experience as a computer specialist, network specialist or telecommunication specialist in an educational setting including at least one year of supervisory experience or lead responsibilities.

License/Certification: A valid Class C California Driver's License.

Actions: Newly created classification adopted by the Governing Board on 08/27/2003.



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