

TITLE	CLASSIFICATION	SALARY RANGE
Manager, Information Technology Infrastructure	Management Team Classified Supervisor	24

SCOPE OF POSITION:

Under the direction of the Senior Director, Information Technology, organize and direct Information Technology infrastructure and data networking operations and activities; manage the planning, operation, and maintenance of Internet Services for the District; provide long-range planning, operation, maintenance and support of faculty and staff use of the District data and telecommunications systems; train, supervise and evaluate the performance of assigned staff.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Collaborate with appropriate network and telecommunications vendors regarding bids and contracts; monitor the quality of vendors' work; coordinate vendor activities with District staff to minimize disruptions to departments affected by this work.
2. Train, supervise and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions.
3. Supervise the development of recommendations for effective solutions for accompanying maintenance tasks including contracts, in-house or open purchase orders.
4. Collaborate with the Institutional Technology Group (ITG) to develop and implement the District's Technology Master Plan; update and implement plan projects; analyze and recommend changes to the District network and telecommunications infrastructure developed by the team; conduct site visits and other inspections of facilities for projects in planning and deployment phases.
5. Supervise the Infrastructure team's design, implementation and management of Information Technology managed computer networks including the District's Wide Area Networking (WAN).
6. Coordinate the research, evaluation and recommendation of various telecommunications equipment, media, services and technologies.
7. Participate in equipment installation and maintenance of complex networking and communications equipment.
8. Manage the day-to-day operation of District voice and data communications systems to ensure services are available to District staff, requested changes and repairs are performed in a timely manner, solutions are cost effective, and costs are allocated to correct activities; serve as a facilitator of team resources to work with departments planning data/telecommunications related projects.
9. Coordinate and implement training programs for District faculty and staff in technology, data security, etc.
10. Provide technical expertise, information and assistance to the Senior Director regarding assigned functions; assist in the formulation and development of policies, procedures and programs.
11. Direct the preparation and maintenance of narrative and statistical reports and records related to personnel and assigned activities.

KEY DUTIES AND RESPONSIBILITIES – Continued

12. Maintain current inventory of type and location of equipment for which the unit is responsible.
13. Communicate with faculty, staff, students and external organizations to coordinate activities and programs, resolve issues and exchange information.
14. Develop and prepare assigned information technology budgets; analyze and review budgetary and financial data; authorize expenditures in accordance with established limitations.

KNOWLEDGE OF:

1. Management of information technology infrastructure and data networking.
2. Computer server architecture.
3. Windows and Macintosh systems, and Linux and Windows servers.
4. VMWare and Hyper-V virtualization.
5. Firewalls, network security, data security, identity management, Information Technology Infrastructure Library (ITIL), and other applicable practices for technology management.
6. Theory and practice of data networks.
7. Structured cable, low voltage systems, computer server architecture, and data centers.
8. Budget preparation and control.
9. Oral and written communication skills.
10. Principles and practices of administration, supervision and training.
11. Applicable laws, codes, regulations, policies and procedures.
12. Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

1. Train, supervise and evaluate the performance of assigned staff.
2. Deploy and maintain network equipment and servers.
3. Plan system and infrastructure upgrades.
4. Maintain complex computer and network systems.
5. Communicate effectively both orally and in writing.
6. Interpret, apply and explain rules, regulations, policies and procedures.
7. Establish and maintain cooperative and effective working relationships with others.
8. Analyze situations accurately and adopt an effective course of action.
9. Meet schedules and time lines.

ABILITY TO – Continued

10. Work independently with little direction.
11. Plan and organize work.
12. Direct the maintenance of a variety of reports, records and files related to assigned activities.
13. Demonstrate sensitivity to, and respect for, a diverse population.

QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by the supervising administrators, in coordination with the department where the vacancy exists, if needed.)

EDUCATION:

Bachelor's degree in computer science, management information systems or related field.

EXPERIENCE:

Increasingly responsible experience in data/ telecommunications infrastructure, network management and network security.