COORDINATOR I – NETWORK OPERATIONS

DEFINITION
Under supervision of the Director of the Division of Technology Support Services or the designated Administrator, the Coordinator I – Network Operations is responsible for ensuring the continued, efficient operation of information technology resources owned or supported by the Kern County Superintendent of Schools Office (KCSOS);

oversee the planning, development and day-to-day operations of departments within the Division of Technology Support Services;

manage the Network Engineer staff within KCSOS to plan and provide quality technical infrastructure;

responsible for undertaking broad and complex assignments in support of highly complex, multi-platform network systems;

provide support toward the installation and administration of Wide Area Networking for school districts and agencies in the client base;

EXAMPLES OF DUTIES
Directly supervises and evaluates the performance of the staff responsible for maintaining and expanding the KCSOS Local Area Network (LAN) and Wide Area Network (WAN);

coordinate subordinate work assignments and review work to assure compliance with established standards, requirements, and procedures;

day-to-day management of Network staff, including personnel planning, evaluation and workload scheduling;

work with Property Management staff to organize major installations, plan equipment upgrades and staff relocations;

facilitate Network support staff on the evaluation of new equipment and software, as well as the development of purchasing proposals;

work with external technical consultants to ensure effective technical support for large scale, high technology projects;

direct and participate in a variety of network administration activities including the operation and maintenance of Local Area Networks (LANs) and Wide Area Networks (WANs) for computer and telecommunications systems;

establish and maintain user and e-mail accounts, passwords, back-ups and internet connectivity;

assure network system security and proper running of anti-virus programs;

coordinate, direct and participate in the installation and upgrading of computer software, hardware, peripherals and network components such as cables, hubs, routers and switches;

direct the set up of classroom and office work stations;

assure proper installation and maintenance of server, printing and work station hardware and software, and testing of applications to assure proper operation;

project and assure adequate technology resources to meet County Office technology needs;

design, develop and implement projects and systems;

estimate time, personnel and resource requirements for projects;

coordinate purchasing activities as appropriate;

calculate and prepare cost estimates;

support Unix, Windows/Doc, and Macintosh system interconnectivity on the network.

QUALIFICATIONS
Knowledge of:
Advanced principles, practices and trends in networking technology; and of Internet based systems, issues and concepts;

Local Area Network (LAN) and Wide Area Network (WAN);

policies, regulations and operational procedures relative to the acquisition and utilization of instructional materials;

routers and switch gear;

must possess knowledge of and willingness to stay abreast of trends, innovations and practices in both microcomputer and networking technology, including hardware and software;

must have current working knowledge of productivity software, web publishing, E-mail, data base management and security practices.

Ability to:
Communicate effectively in public, in conference, and in written material;

communicate professionally with various levels of management and staff;

communicate professionally in critical situations, such as presentations and special events;

must have excellent organizational skills and the ability to function in a highly complex environment of varying critical responsibilities;

supervise and evaluate assigned staff;

provide on-the-job instruction in customer relations and project management techniques;

work with business office staff on service and equipment proposals and contracts;

work effectively with customers of KCSOS on technical projects of substantial importance to the K-12 educational community within Kern County and the State of California.

Experience:
Must have at least four (4) years of progressively responsible experience with local and wide area networks;

must understand and have at least three (3) years of experience with Routers, Cisco routers desirable;

must be well versed with IP addressing and subnet-masking procedures;

must have a systems management or MIS background;

must have a minimum of four (4) years of project management experience;

must have a minimum of four (4) years of demonstrated staff management experience;

proven track record of customer service and satisfaction.

Education:
Any combination equivalent to: bachelor's degree in computer science or related field and four (4) years of increasingly responsible experience involving the operation, maintenance and repair of computer systems, hardware, software and networks.

Additional comparable experience can be substituted for formal education.

Conditions of employment:
Some positions may require proof of privately owned automobile insurance and possession of a valid California Motor Vehicle operator's license which must be maintained for the duration of the assignment.

Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.

Must present verification of completion of Child Abuse Mandated Reporter training or obtain verification within six (6) weeks of hire and annually thereafter, as required by the California Child Abuse and Neglect Reporting Act.

This position is overtime exempt and has a probationary period of one year.

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10/23/15
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