

FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

CLASSIFIED MANAGEMENT POSITION

JCN: 392
EXEMPT

SENIOR DIRECTOR – NETWORK AND INFORMATION TECHNOLOGY

BASIC FUNCTION:

Under the direction of the Chief Technology Officer, supervise and coordinate the operations and activities related to installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems; oversee and participate in the planning, design, set-up, development and modification of computer and network systems for the office of the Fresno County Superintendent of Schools (FCSS); supervise and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Assist in the development of the annual preliminary budget for assigned technology functions; review and evaluate budgetary and financial data; control and authorize expenditures in accordance with established limitations.
- Communicate with other administrators, personnel and outside organizations to coordinate activities and programs, resolve issues and conflicts and exchange information.
- Coordinate communications and information between other departments to meet contracted school districts computer hardware, software, peripheral and network system needs; prepare and distribute related correspondence.
- Direct the preparation, analysis, processing and distribution of departmental correspondence, forms and documents and maintenance of a variety of narrative and statistical reports, records and files related to assigned activities.
- Manage and participate in the development and implementation of goals, objectives, policies and priorities for assigned area; oversee the implementation of assigned programs; recommend within department policy, appropriate services; recommend and administer policies and procedures related to assigned activities and program.
- Monitor and assess assigned technology functions for effectiveness and operational efficiency; provide input concerning the development and implementation of departmental programs, goals, objectives, policies and procedures.
- Operate a variety of technical test equipment and a variety of hand and power tools; drive a vehicle to conduct work.
- Organize and direct operations and activities related to the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems; prioritize installation, maintenance and repair needs, coordinate project assignments and establish time lines.
- Oversee and participate in the planning, design, set-up, development and modification of computer and network systems; supervise the design, installation, operation, maintenance and repair of Local Area Networks (LANs) and Wide Area Networks (WANs); ensure proper installation of server and workstation software and test applications to ensure proper operation.
- Oversee inventory functions for assigned technology areas; monitor inventory levels of computer system parts and equipment; order, receive and ensure adequate inventory levels of parts and equipment to meet operational needs of the department; oversee the preparation of related purchasing documents.
- Oversee the installation, configuration, upgrading and operation of a variety of hardware, software and equipment including cabling, servers, hubs, routers, switches and applications to enhance and ensure proper operation of assigned computer systems.
- Prepare and maintain a variety of records and reports related to projects, work orders,

equipment, systems, personnel, financial activity, maintenance contracts and assigned duties.

- Provide consultation to contracted school districts concerning computer systems, equipment and malfunctions; provide technical troubleshooting, determine type of request, diagnose and provide solutions; provide information concerning related practices and procedures.
- Research and evaluate new technologies for possible implementation within the contracted school districts; provide technical advice concerning the purchasing and implementation of new technologies.
- Supervise the planning, development, organization, and direction of operations and activities of the desktop support team.
- Interview, select, supervise and evaluate the performance of assigned staff; coordinate and direct employee assignments and review work to ensure compliance with established plans, strategies, standards, requirements and procedures as needed; work with employees to correct identified deficiencies; review recommended transfers, reassignments, disciplinary actions and/or termination.
- Train and provide work direction and guidance to assigned personnel; assign duties and review work to ensure accuracy and completeness; provide input concerning employee interviews and evaluations as requested.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
- Comply with schedules, policies, regulations, procedures, orders, and directives of the County Superintendent.
- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.
- Maintain a safe work environment.
- Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
- Serve as a liaison between County Superintendent and administrators, personnel, outside organizations or the public concerning assigned area.
- Serve as a technical resource concerning assigned program, function or instructional area.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

OTHER DUTIES:

- Ability to work on a flexible schedule to attend evening and weekend meetings/conferences, as assigned and to coincide with department calendared meetings.
- Drive a vehicle to conduct work, using own transportation.
- Perform related duties as assigned.
- Travel within Fresno County, and/or statewide.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- A range of computer networking systems and languages.
- Available computing and/or network hardware and peripheral equipment.
- Cisco Hardware maintenance and support, and networking monitoring applications.
- Client-Server Web-Based application development.
- Configuration of Cisco IOS, PIX Firewall, Cisco VPN Concentrator, and Cisco ACS.
- Configuration of routers, switches, servers, DSU's and related data communication devices.
- Current technological developments/trends in area of expertise.
- Inter- and Intra- Network Design and Analysis.

- Materials, methods and tools used in the operation and repair of computer systems.
- Microsoft Office Suite including Word, Excel, Access, PowerPoint and Outlook.
- Organization and direction of operations and activities related to the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals and network systems.
- Policies and objectives of assigned programs and activities.
- Principles of training and providing work direction.
- Principles, methods and procedures of operating computers, networks and peripheral equipment.
- Processes for data circuit deployment and provisioning.
- System utilities and design and program applications.
- Technical report writing.
- Various OS including Unix, Macintosh, and Windows.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

ABILITY TO:

- Demonstrate effective oral, written and presentation communication techniques.
- Ensure proper installation, monitoring and maintenance of server and workstation software
- Establish and maintain cooperative and effective working relationships with others.
- Identify and understand emerging technology, maintain current knowledge of technological advances in the Information Technology field.
- Maintain records and prepare reports.
- Manage multiple commitments; meet schedules and time lines.
- Organize, establish and maintain a data management, storage and retrieval system.
- Oversee inventory functions for assigned technology areas.
- Provide consultation to county Office personnel and related school districts concerning computer systems, equipment and malfunctions.
- Research and establish communication with existing networks on the Internet.
- Respond to changing demands and priorities; plan and organize work.
- Supervise and prioritize the design, installation, operation, maintenance and repair of enterprise systems including network, server and desktop technologies.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work.
- Ensure proper and timely resolution of issues, concerns and conflicts.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Supervise, train, guide and evaluate the performance of assigned personnel.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Supervise, train, guide and evaluate the performance of assigned personnel.
- Work confidentially and with discretion.
- Work independently with little direction.

EDUCATION AND EXPERIENCE:

EDUCATION:

- Bachelor's degree preferred.

EXPERIENCE:

- Five (5) years increasingly responsible experience with database management systems, software development tools, computer equipment and software, including recent Internet experience and varied world-wide WEB applications.

LICENSES AND OTHER REQUIREMENTS:

- Valid California driver's license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program at time of hire and throughout employment with the County Superintendent.

WORKING CONDITIONS:

ENVIRONMENT:

- Drive a vehicle to conduct work, using own transportation.
- Office and/or school facility environment.
- Regular interruptions.
- Small and large group meetings.

PHYSICAL DEMANDS:

- Bending at the waist, kneeling or crouching; climb or balance.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to twenty five (25) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification; however, it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.

APPROVED:

Effective: July 1, 2018