

SCHOOL DISTRICT OF SARASOTA COUNTY

JOB DESCRIPTION

MANAGER NETWORK & TELECOMMUNICATIONS SERVICES

SALARY SCHEDULE: ADMINISTRATIVE – [E] - I

COST CENTER: INFORMATION TECHNOLOGY (9020)

QUALIFICATIONS:

- Bachelor’s Degree in a technology or business-related field or an equivalent combination of training and experience. Master’s Degree preferred.
- Demonstrated success managing and working with people in establishing goals, objectives, and action plans to achieve strategic goals.
- Minimum of six years of progressively responsible experience in large, complex networking and telecommunication environments with in-depth knowledge of industry best practices in VOIP and WAN/LAN/WLAN architecture/infrastructure along with Audio/Visual technologies.
- Demonstrated knowledge of the Federal Communications Commission’s E-Rate program. Experience in the submission of E-Rate applications preferred.
- Demonstrated knowledge and experience working with mobile telephone carriers in supporting a district-wide mobile phone implementation.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the operation of computers and peripheral equipment related to assignments.
- Ability to plan, organize and prioritize activities related to assignments.
- Possess interpersonal skills and abilities. Possess effective decision-making and management skills. Knowledge of School Board rules and policies related to assignments.
- Ability to communicate effectively, both orally and in writing.

REPORTS TO:

Director, Information Technology

JOB OBJECTIVE:

To provide leadership and technical expertise in the development and execution of strategic and tactical plans around the operations, daily planning, engineering, design and resource allocations for the District’s telecommunications and network operations. To lead by example in all interpersonal and performance aspects of this key role.

SUPERVISES:

Network Engineer
Network Administrator
Audio-Visual Technician

PERFORMANCE RESPONSIBILITIES:

- Responsible for all network operations and service levels for data and voice networking equipment and software including mainframe equipment, PBX, mid-range and network processing devices.
- Develops and implements standards, procedures and process for the network operations and telecommunications group.
- Plans and manages the support of new technologies (including wireless), network performance, and reliability.
- Defines and negotiates service level agreements.
- Oversees and coordinates the daily activities of the network and telecommunications operations center.
- Performs a coordination role with enterprise management, vendors and customers.

MANAGER NETWORK & TELECOMMUNICATIONS SERVICES (Continued)

- Plans for human resources, equipment arrangements, electrical power and cable requirements for telecommunications and information processing equipment.
- Manages updates as it applies to Change Management and assures that each change to the enterprise is approved, documented, and executed.
- Ensures all incidents, work orders, and service requests are completed, documented, and communicated based on metrics outlined.
- Ensures infrastructure hardware and software is updated according to supporting vendor. These updates provide a stable, salable, and reliable networking and security enterprise.
- Manages the security infrastructure to ensure the integrity of data information as it applies to School Board, State and Federal laws and guidelines.
- Reviews vendor services as they apply to the production environment.
- Coordinates and manages Network and Security projects.
- Manages project timelines so strategic milestones are achieved.
- Manages Service Level Agreement metrics between internal and external customers.
- Increases job knowledge through training opportunities and self study.
- Mentors and coaches staff members so each individual can achieve career development.
- Supervise assigned personnel, conduct annual performance appraisals and make recommendation for appropriate employment action.
- Work in collaboration with and a in a professional reporting relationship to the County's Director of Networks and Security.
- Perform other incidental tasks consistent with the goals and objectives of this position.
- Every Sarasota County Schools employee has emergency response responsibilities, though not every position will require routine assignments during an emergency event. All employees are subject to recall around the clock for emergency response operations, which may require irregular work hours, work at locations other than the normal work location, and may include duties other than those specified in the employee's official job description. Assignments in support of emergency operations may be extensive in nature, with little advance notice, and may require employees to relocate to emergency sites with physically and operationally challenging conditions.

PHYSICAL REQUIREMENTS:

Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of work year and hours of employment shall be those established by the District.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.