



SUPERVISOR – NETWORK SERVICES

DEFINITION:

Under the supervision of the Chief Technology Officer, plans and implements IUSD's technology infrastructure, supervises and provides direction to assigned technical personnel; evaluates infrastructure performance and anticipated needs, and oversees network and data security programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Plans, organizes, and manages IUSD technology infrastructure.
- Supervises, provides training, directs the work of, and evaluates assigned personnel.
- Monitors and evaluates technology infrastructure performance and reliability.
- Anticipates future technology needs and establishes plans to ensure a consistently high-performing infrastructure.
- Installs and maintains complex applications on IUSD servers; upgrades and administers District file and application servers.
- Meets with department and district leadership to develop plans, diagnose and communicate issues, provide project updates and integrate the work of Network Services with other teams; Facilitates effective communication and collaboration within network services team, between network services and other IT divisions, and with IT staff and consultants and vendors.
- Assigns and manages project-based and ongoing team member support and system assignments to ensure coverage of critical systems, balanced workload and effective team coordination.
- Manages complex technical projects, including requirements definition, budget development, stakeholder engagement, technical design, testing, implementation, staff training and communications.
- Reviews, analyzes and continuously improves network services support experience and incident response procedures; Coordinates IT Department response to major incidents; documents diagnosis and resolution.
- Prepares and delivers reports and presentations related to assigned activities, including IT projects, services outages, team performance and infrastructure needs.
- Develops annual budget recommendations; identifies systems in need of repair, replacement or upgrade; plans for new projects and ongoing refresh and maintenance needs.
- Reviews current system health and configurations; leads projects to refine and improve data quality, system integrity and network performance.
- Maintains current specialized and advanced knowledge of networking hardware and software; maintains appropriate network management and security certifications or demonstrates equivalent knowledge.
- Manages IUSD technology security program, preventing unauthorized access and preserving network reliability.
- Works with IUSD Facilities team to develop technology standards and ensures school infrastructure can support current and anticipated instructional and administrative needs.
- Leads advanced network and server troubleshooting efforts. Investigates, diagnoses and resolves complex technical issues.
- Develops and implements backup, business continuity and disaster recovery plans in alignment with IUSD business needs.
- Prepares cost and benefit analysis of alternative hardware and software solutions; surveys hardware and software trends and makes strategic recommendations related to the selection, procurement, configuration and implementation of new technology.
- Assists Information Technology staff as needed; Provides guidance and support to network services and IT team.
- Designs, installs, maintains and documents IUSD technology infrastructure.
- Develops functional specifications, standards and requirements for hardware and software purchase and design to ensure optimum system and end-user performance.
- Manages installation and maintenance of network infrastructure required for connection between District sites and connection to essential software and services.

- Anticipates emerging and long-range system issues and develops appropriate strategies.
- Establishes and manages technology access and performance monitoring systems and procedures.
- Takes appropriate action to respond to outages, suspected security breaches and other issues impacting accessibility of IUSD resources.
- Works collaboratively with vendor partners to specify equipment and systems, obtain favorable pricing, coordinate installation and troubleshoot system issues.
- Operates and maintains a variety of specialized equipment and software related to assigned duties including a computer and assigned software.
- Communicates with various personnel to exchange information, coordinate activities and resolve issues or concerns.

QUALIFICATIONS GUIDE**Knowledge of:**

- Network administration principles and procedures.
- Server management, including aligning specifications to program need, forecasting growth, installation, management, backup and recovery.
- Hardware and software installation.
- Cybersecurity systems and best practices, including secure network design, monitoring and incident response.
- Network equipment configuration, installation and management.
- Record-keeping techniques, including design documentation.
- Data center administration, including technology systems and infrastructure design and peripheral equipment (environmental and security controls).
- Technical aspects of field of specialty.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.

Ability to:

- Design, install, maintain, and document network hardware, software, and operating systems.
- Troubleshoot complex network and server issues.
- Prepare cost and benefit analyses.
- Implement systems to protect data and network security.
- Utilize a variety of computer applications and operating systems.
- Research and recommend new system software and hardware.
- Analyze situations accurately and adopt an effective course of action.
- Maintain records related to work performed.
- Operate and maintain a variety of specialized equipment and hand tools.
- Maintain current knowledge of technological advances in the field.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Describe technical issues to users.
- Work independently with little direction.
- Plan and organize work.

EDUCATION/EXPERIENCE:

Any combination equivalent to: bachelor's degree in computer science or business administration and five years of experience in the installation, maintenance and repair of computer systems, networks, peripherals and related equipment.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Dexterity of hands and fingers to operate a computer keyboard.
- Hearing and speaking to exchange information in person and on the telephone.
- Seeing to read a variety of materials and view a computer monitor.
- Sitting, standing or walking for extended periods of time.

- Reaching overhead, above the shoulders and horizontally.
- Lifting, carrying, pushing or pulling objects up to 25 pounds.

WORK ENVIRONMENT:

Indoor environment. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

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