

## ANTELOPE VALLEY COMMUNITY COLLEGE DISTRICT

### MANAGER, SYSTEMS & INFRASTRUCTURE

CMS Salary Range 31

#### **BASIC FUNCTION:**

Under the direction of the Executive Director of Information Technology Services, plan, design, install, and manage the District's computing, server, network infrastructure & security, software, and related systems and services. Supervise staff, respond to and resolve issues from peers and customers aligned with the systems, security, telecommunications, and network connectivity.

#### **REPRESENTATIVE DUTIES:**

- Manages for planning designs, installation, and management of the District's computing, network, telecommunications infrastructure, hardware and software.
- Installs and manages network and telecommunications server software and infrastructure hardware including cabling, software service as well as internal and external access.
- Responsible for security, performance, and integrity of the District's networks.
- Responsible for disaster recovery and business resumption systems and practices on site and at remote locations. Sets up and maintains back-up/restorations of district data, systems, developments, and updates.
- Analyzes District network capabilities, project for future needs and advises administration on appropriate improvements to the network and telecommunications systems; designs and implements approved expansion.
- Closely collaborates with supervisor, peers, and key constituents to establish priorities and initiatives in support of the department's and District's goals and objectives.
- Prepares and maintains a variety of records and reports related to network operations, including wiring diagrams and network configuration charts; advises and assists users in proper network procedures; assumes role of Tier 3 support with resolving issues.
- Develops, monitors, and maintains time lines for assigned network projects. Supervises, coordinates, set up and maintains networks and telephone accounts including user e-mail, intranet, and network printer settings.
- Recommends and administers network, security, and telecommunication administrative policies, procedures, and standards.
- Supervises preparation of documentation for network, security, and telecommunications configuration and settings.
- Supervises activity with installation of network and telecommunications cables and components.
- Plans and prioritizes workloads and work for subordinate staff and ensures proper operation.
- Ensures consistent delivery of network and infrastructure services. Participates in development and fulfillment of Support Level Agreements. Establishes and monitors Key Performance Indicators to assess compliance.
- Develops training materials and guidelines for users, collaborates with staff trainer, and conducts training for staff and faculty.
- Actively participates as a member of, or chairs, a variety of committees. Performs other related responsibilities as may be assigned.

**EDUCATION AND EXPERIENCE:** Bachelor's degree in information systems, computer science, management information systems, computer engineering, or a related field; plus a minimum of three years of recent, fulltime experience in any combination of systems analysis, information systems design, information systems development, network design or administration, or computer applications training; of which three years minimum in a management and/or supervisory role.

**DESIRABLE QUALIFICATIONS:**

- Certifications MCSE, MCSA, CCIE, CCNP, as well as experience with ISO 27001, NetApp, HyperV, vWorkspace, & VMWare preferred.
- Specific experience with current technology related to institutions of higher education is highly desirable.

**KNOWLEDGE OF:**

- Best practices, applications, techniques, and methods of information technology management.
- Current knowledge of major hardware platforms, operating systems, and networking standards.
- Management of complex network services architecture, infrastructure and networking security, telecommunications, maintenance, operations and/or programming within a multi-site enterprise.
- Principles of employee evaluation, staff development, employee relations, and concepts of progressive discipline.
- Principles and techniques of budgeting, budget reporting, and financial management.
- Modern office procedures and equipment.

**ABILITY TO:**

- Provide leadership and direction for network and systems infrastructure; make decisions and assume accountability for the results.
- Manage a technical staff engaged in the implementation and administration of complex systems, networks, and applications.
- Plan, design, install, and manage the District's computer network hardware, software and related systems. Apply principles and techniques of network design to meet specific user needs.
- Analyze complex technical, instructional, and administrative information to identify relevant concerns and recognize alternatives and to formulate logical and objective conclusions.
- Develop and recommend modifications to hardware/software, staffing, budget, program dimensions and boundaries.
- Write and orally express difficult and complex concepts clearly and concisely. Communicate networking procedures and requirements to users.
- Analyze problems in computer operations, review and verify network performance data to assure accuracy and efficiency. Develop recommendations for improvement.
- Train, supervise, and evaluate personnel.
- Maintain current knowledge of technological advances in the field.
- Establish and maintain cooperative and effective working relationships with others.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:** Systems Administrator, Network Engineer, Security Administrator, and Telecommunications Technician.

**CONTACTS:** Co-workers, staff, other departmental personnel, administration, contractors and vendors.

**PHYSICAL EFFORT:**

- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting for extended periods of time.

**WORKING CONDITIONS:**

- Normal office environment.