JOB DESCRIPTION
San Leandro Unified School District
Network Manager

Purpose Statement

The job of Network Manager is done for the purpose/s of designing, configuring, installing, monitoring, maintaining, and repairing network systems, subsystems, and servers; ensuring data and network security; managing email, unified messaging systems and VoIP telephone systems; resolving network protocol and data communications operational issues; and providing network and administrative technical support to district and site staff.
This job reports to Chief Technology Officer.

Essential Functions

- Administers systems and servers related to district LAN and WAN (e.g. email systems, accounts, print servers, directory systems, IP assignments, computer labs, classroom computers, VoIP, network and systems security, antivirus, spyware, etc.) for the purpose of ensuring availability of services to authorized users and maintaining audit logs of activity.
- Creates, maintains and manages a district wide disaster recovery and enterprise backup and fault tolerance plan to protect district against hardware failures, ransomware, natural disaster and related incidents. Maintains system (e.g. installation and upgrading of all backup software, firewall and content filtering from virus/spyware/malware and other electronic intrusions, hardware and software testing, physical back-up to multiple locations, etc.) for the purpose of ensuring efficient operations and availability of services to authorized users.
- Designs, maintains, and manages district network systems (e.g. Internet, intranet, wireless, directory access, etc.) for the purpose of ensuring highly available and performant operations.
- Establishes network users, user environment, directories and security for networks being installed (e.g. user accounts, email accounts, advanced system login scripts, workstation policies, user interface controls, file/folder access permissions, etc.) for the purpose of ensuring availability of services to authorized users.
- Manages installation of network (client and server) software on a variety of platforms (e.g. software updates, application software, operating system software, hardware upgrades, etc.) for the purpose of upgrading and maintaining District WAN/LAN and telecommunication systems.
- Manages assigned projects and program components (e.g. migration to new systems; scheduling installations, product research, telephone systems, network security hardware and software installations and/or upgrades, RFPs, system designs, Internet, Intranet, web mail, FTP servers, network capacity planning, etc.) for the purpose of achieving organizational objectives and delivering services in compliance with established guidelines.
- Monitors and maintains all software applications as related to District network and telecommunications operations (e.g. E-mail, Aeries, Voice Over IP, DNS, print and file

servers, IP addressing, software updates, server operating systems, routine maintenance programs, etc.) for the purpose of ensuring efficient operations.
- Participates in a variety of planning and development activities, including district wide committees (e.g. network capacity planning, design of new and expanded network technology, etc.) for the purpose of ensuring mission critical systems are maintained and providing expertise in identifying appropriate methodologies for development efforts.
- Plans, installs and maintains network hardware within the District's WAN and LAN, telephones and security systems (e.g. servers, cabling, switches, routers, desktop and laptop computers, chrome books, network protocol peripherals and associated hardware, network switches, etc.) for the purpose of upgrading and maintaining District WAN/LAN and telecommunication systems.
- Prepares written materials (e.g. procedures, system level documentation, reports, memos, inventory, letters, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.
- Researches and analyzes technical issues and trends for the purpose of recommending procedures and/or purchases as needed in the short and long-range plans for the District.
- Responds to inquiries from a variety of sources (e.g. staff, administrators, school site personnel, outside vendors and service providers, etc.) for the purpose of providing technical assistance and support.
- Trains other District staff (primarily within the technology area) for the purpose of ensuring their ability to use new and/or existing technology systems and application software.
- Acts as backup for Chief Technology Officer to maintain continuity of district technology services.
- Troubleshoots malfunctions of network hardware and/or software applications within the District's local and wide area networks, telephones and security systems and vendor supported systems (e.g. servers, hubs, routers, network protocols, leased circuits, asynchronous communications lines, network phone system, network appliances, workstations and related peripherals, virtual server environments, enterprise antivirus software, brocade switches, etc.) for the purpose of resolving operational issues and restoring services.
- Monitors and maintains district security camera systems (and related servers and storage) to ensure high availability and system operation.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, highly complex, technical tasks with a need to routinely upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: utilizing pertinent network, application, operating system monitoring and troubleshooting software;

adhering to safety practices; planning and managing projects; and preparing and maintaining accurate records; diagnosing equipment malfunctions; using pertinent software applications.

KNOWLEDGE is required to perform algebra and/or geometry; review and interpret highly technical information, write technical materials, and/or speak persuasively to implement desired actions; and analyze situations to define issues and draw conclusions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: current, legacy and emerging operating systems; environments and network protocols; router configurations; Inter/Intranet applications; data security, project management, processes and methodology.

ABILITY is required to schedule activities and/or meetings; gather and/or collate data; and consider a variety of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: setting priorities; establishing effective relationships; being attentive to detail; communicating with diverse groups; conveying technical information to non-technical audiences; and working nonstandard hours; adapting to changing work priorities; maintaining Confidentiality.

Desired experience, knowledge and skills:

- Virtualization and storage server technologies (e.g. VMware, VSAN, etc)
- Windows-Based Network Administration (e.g. Active Directory, Windows Server, etc)
- G-Suite Administrator
- DHCP/DNS Technology
- Network systems monitoring software
- Network performance monitoring and packet capturing tools
- Backup software and technologies (e.g. Veeam, etc)
- Voice Over IP technologies (e.g. Cisco Call Manager, etc)
- Firewall and security solutions (e.g. Palo Alto Networks, Cisco Umbrella, etc)
- Network switch and wireless hardware and software (e.g. Brocade, Meraki, Cisco, etc)

Responsibility

Responsibilities include: working independently under broad organizational guidelines to achieve unit objectives; leading, guiding, and/or coordinating others; Utilization of significant resources from other work units is sometimes required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

Working Environment

The usual and customary methods of performing the jobs functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, some climbing and balancing, some stooping, kneeling, crouching, and/or crawling and significant fine finger

dexterity. Generally the job requires 40% sitting, 30% walking, and 30% standing. The job is performed in a generally hazard free environment and in a clean atmosphere.

Experience Job related experience within a specialized field is required.

Education Targeted, job-related education with study in job-related area.

Equivalency 4 years' experience with installing , maintaining, and troubleshooting network Server, LAN & WAN technologies.

Required Testing Must pass district's qualifying exam

Certificates

Pre-Employment Training Required

Continuing Educ./Training

BA, BS degree in related area with increasing levels of job-related experience may substitute for MA Degree. Maintains Certificates and/or Licenses

Clearances

Valid CA State Driver's License & Evidence of Insurability

FLSA Status	Board Approval Date	Salary Range
Non Exempt		50