

SAN JOSE UNIFIED SCHOOL DISTRICT
San Jose, California

Title: Manager, Network Engineer

Reports to: Director, Technology Services

Supervises: Network Engineer I, Telecom Specialists and Computer Operator

Job Goal: Under direction of the Director, Technology Services supervises the network, phones and computer operation activities in the department and schools, and does related work consistent with the job description.

Performance Responsibilities:

1. Plan, install, configure, and monitor network cabling and operating systems, routers, primary and secondary servers, computers, peripherals and associated software.
2. Maintain LAN/WAN disaster recovery plan.
3. Provide the role of mentor/trainer/coach to Network Engineer I in the proper use and operation of LAN/WAN systems and telecommunications and teleprocessing networks.
4. Analyze and resolve problems between LAN/WAN, servers, desktop computers, and desktop applications.
5. Assist network equipment providers in the configurations design to ensure optimal efficiency.
6. Install network hardware and configure internal components of computers to be utilized as network servers and workstations.
7. Provide technical support regarding network operations, problems, and malfunctions.
8. Perform diagnostic tests, note symptoms, and gather relevant problem/malfunction facts and data from users
9. Analyze symptoms of network user problems/malfunctions and determine appropriate action in a timely manner.
10. Manage user passwords and profiles in the security system
11. Conduct routine audits of the systems' security information and review system/application access.
12. Maintain and operate network monitoring and diagnostic equipment for capacity planning, preventative maintenance, and diagnostic purposes.
13. Receive and review network equipment installation requests from users, ensure completeness, and contact users regarding discrepancies.
14. Prepare documentation for the placement of network equipment, and maintain and monitor its inventory.
15. Maintain accurate records, logs, and files related to assigned local and wide area
16. Network inventory activities, servicing, operations, and functions.
17. Prepare network diagrams, flow charts, graphic presentations, and narrative reports to recommend improvements or resolve problems.
18. Perform related duties as required.
19. Evaluate employees as appropriate

Qualifications:

Knowledge of:

1. LAN/WAN technologies; including, TCP/IP, IPX/SPX, and AppleTalk network protocols
2. Analytical, research, problem solving skills, and systems analysis and project management procedures and techniques
3. Telecommunications network design
4. State and Federal laws and regulations relating to telecommunications, teleprocessing, and networks

5. Information system network terminology and telecommunications policies, procedures, and vendors' installation of data/voice communication networks, telephone systems, and related software and hardware
6. Desktop computer hardware and software; including operating systems and application software
7. Communication linkage and networking methods, procedures, and techniques
8. Standard communications and line protocols
9. Basic applications and capabilities of designated software and hardware products and operating systems
10. Designated terminal operations, telecommunications, language, coding, and applications
11. Proper English usage, grammar, punctuation, and vocabulary

Ability to:

12. Communicate difficult/sensitive information tactfully and effectively orally and in writing
13. Communicate network processes to a variety of audiences
14. Manage internal client expectations effectively
15. Facilitate effective team interaction; acknowledge and appreciate each team member's contributions; encourage fellow team members to make innovative contributions and embrace new ideas
16. Continually seek opportunities to increase internal client satisfaction and deepen client relationships
17. Apply specialized knowledge in LAN/WAN, telecommunications systems, data communications, hardware and software system successfully
18. Identify network related problems through the performance of diagnostics, and determine appropriate action for resolution
19. Establish and maintain logs, records, lists, fact sheets, and files regarding specialized transactions, procedures, and policies
20. Prepare a variety of statistical and narrative reports
21. Work various shifts with minimal supervision to meet user needs
22. Determine networking, teleprocessing and telecommunications equipment, software programs, and materials to meet user requests
23. Plan, organize, and prioritize assigned tasks and functions efficiently in stressful situations
24. Establish and maintain effective work relationships with those contacted in the performance of required duties

Terms of Employment:

Salary Placement: Range 23 (94,284.58 - 114,603.49)
Work Year: 226 days

Evaluation:

Performance of this position will be evaluated in accordance with provisions of the Administrator Evaluation Process.