



**Title: Network Operations Manager**

**Reports to:** Chief Information Officer

**Requirements:** Bachelors of Science in Technology/Engineering fields with 5 years of experience in IT infrastructure/management role, masters degree in a related field, or 10 years of IT management/engineering experience

Strong demonstrable fundamental technical knowledge of Server hardware, enterprise storage hardware/software, VMWare (ESXi and vcenter), network switches/routers/firewalls (Cisco preferred), enterprise backup software, enterprise monitoring software, Microsoft Windows (server and desktop), Microsoft SQL, and PowerShell

Microsoft Certified IT Professional (MCITP) – or Equivalent Desired  
Cisco CCNA – Desired  
VMWare VCP - Desired

**Basic Responsibilities:**

Manages the Network Operations team. Responsible for the availability, operation, maintenance and security of the district’s computer networks. The Network Operations team services include backup & recovery, cabling, data center/co-location management, firewall administration, integration and connectivity with multiple disparate networks, internet-related services, security and availability monitoring, server administration, storage management and planning, switching and routing, telecommunications, virtual environment management, and vulnerability management.

**Qualifications:**

1. Extensive knowledge of network applications and protocols.
2. Extensive knowledge of operating systems, including Windows OS and Cisco IOS/IOS-XE.
3. Extensive knowledge of a multitude of monitoring and investigating tools.
4. Extensive knowledge of Command Line Interface syntax and use.
5. Extensive knowledge of a wide variety of computer language skills, including PowerShell and DOS.
6. Extensive knowledge of Cisco VoIP telephony software and hardware (UCS).
7. Thorough knowledge and awareness of regulatory and security standards and requirements including HIPPA, FERPA, FOIA, CIPA, CJIS, PCI and CIS.
8. Extensive skills with Microsoft Windows domain networks; firewall management; active directory/Azure; federation services; multi-factor authentication and VPN.
9. Extensive skills with TCP/IP protocol stack and associated applications including Telnet / SSH / FTP (CRT), TFTP, DNS, DHCP.

10. Extensive skills in managing Microsoft 365 e-mail services archiving and filters.
11. Extensive skills in administering Google Workspace including Google Cloud Directory Sync and GADS.
12. Extensive skills with wired and Wi-Fi networking both on-site and remote; integration with and use of cloud-based resources including Azure and OneDrive and secure connections including SaaS and hosted application environments.
13. Ability to maintain absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with district staff.
14. Extensive organization, time management, problem solving, technical troubleshooting, and planning skills. Ability to work on several projects concurrently.
15. Such alternatives to the above qualifications as the Board of Education may find appropriate

### **Performance Responsibilities:**

1. Ensures network is in operational status using a variety of enterprise monitoring tools, reviews anomalies, bulletins, and alerts as they may apply to the districts network. Advises other staff of steps to take to mitigate security threats. If threat is imminent, determines risk of waiting to apply known fixes/patches as opposed to immediate implementation.
2. Responsible for managing the security of the network using best practices and security standards. Conducts and participates in network security audits.
3. Works with Chief Information Officer to develop annual budget. Budget will include requests for new equipment, applications, refreshes of existing equipment (routers, switches, servers, appliances, storage, telephony and security initiatives).
4. Provides direction, procedures and security backdrop for supporting a mobile workforce. Administers VPN infrastructure.
5. Effectively supervises, counsels, trains, and evaluates network operations staff by reviewing work and providing work direction and guidance to assigned staff.
6. Maintains up-to-date knowledge of current trends and practices in the data and telecommunications fields.
7. Develops and implements network back-up and disaster recovery strategies, policies, and procedures by determining back-up schedules and retention periods of back-ups, archiving back-ups, and determining off-site storage for back-ups.
8. Implements and monitors security practices, policies, and procedures which include generating and reviewing network logs to determine health of network, security breaches, mail delivery status, back-up and restore successes and failures, and determining corrective actions to rectify failures and inconsistencies.
9. Consults and advises technical staff by resolving problems presented by personnel and offering solutions and courses of action.
10. Ensures availability of 24/7 on-call network support, which includes determining the severity of the problem and deciding the appropriate course of action.
11. Performs other tasks as assigned by the Chief Information Officer.

### **Terms of Employment**

12 month position. Salary to be established in accordance with the procedures established by the Superintendent

### **Evaluation**

Performance of this job will be evaluated in accordance with the procedures established by the Superintendent