

NETWORKS AND TELECOMMUNICATIONS SUPERVISOR

SALARY GRADE: [C4-79](#)

DEFINITION:

Under the direction of an assigned supervisor, oversee the technical operations and activities related to wired and wireless network and telecommunications system and network security for the district; assure proper functioning of the data network, telephone system and telecommunications such as but not limited to the Internet, WAN links, cloud services connectivity, Internet Protocol addresses (IP), infrastructure cabling and telephone communication services.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Oversee the technical operations and activities related to networking, wired and wireless, Internet connectivity, and telephone service for the district; develop specialized programs as assigned.
2. Oversee the work of various installation, maintenance and programming activities performed by assigned staff; provide technical assistance to staff regarding use and maintenance of assigned systems.
3. Monitor network performance and identify potential problem areas.
4. Assure network security including installing security systems, analyzing security reports and working with appropriate authorities.
5. Research, meet with vendors, and evaluate equipment; recommend, specify, acquire, and manage the installation and configuration of equipment and systems.
6. Communicate with and assist the Director, campus staff, contractors and consultants regarding various networking and telecommunications issues.
7. Plan, coordinate and arrange for appropriate training for assigned personnel; develop and initiate departmental activities and orientations to review policies and procedures of the program, the Colleges and changes on State regulations.
8. Interview, select and hire employees; supervise, assign, direct and schedule work activities; explain how duties are to be carried out.
9. Evaluate the performance of assigned personnel; effectively communicate how the performance of duties will be measured; recommend promotions and rewards for service.
10. Approve monthly time and attendance records and approve requests for time off and additional time worked, including any overtime worked and compensatory time worked/taken.
11. Address and resolve a wide variety of concerns and complaints; adjust grievances; recommend transfers and reassignments.
12. Counsel employees; address performance problems through corrective disciplinary action; suspend and/or terminate personnel according to established policies and procedures.
13. Operate a variety of computers, data processing and network software, and operating systems; operate network (system) probes, analyzers and monitors.

14. Attend various conferences and meetings and serve on assigned committees.
15. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Networks and telecommunications including structured cabling and equipment facilities environments.
2. Technical aspects of WAN and LAN protocol, TCP/IP, maintenance, operation and programming.
3. Computer hardware systems, software applications and languages utilized by the District.
4. Principles and practices of managing technology equipment facilities.
5. Principles and practices of supervision and training.
6. Interpersonal skills using tact, patience and courtesy.
7. Oral and written communication skills.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Oversee the technical operations and activities related to networking, network security, and telecommunications for the District.
3. Assure proper functioning of the wired and wireless data network, telephone systems and telecommunications such as but not limited to the Internet and WAN link connectivity.
4. Train, supervise and evaluate assigned staff.
5. Diagnose and understand reasons for system failures.
6. Provide technical guidance and recommendations concerning existing systems.
7. Communicate telecommunication and networking procedures and requirements to users.
8. Communicate effectively both orally and in writing.
9. Establish and maintain cooperative and effective working relationships with others.
10. Maintain current knowledge of technological advances in the field.
11. Plan and organize work.
12. Work independently with little direction.

Education and Experience

Any combination equivalent to:

1. Bachelor's degree in data networking, computer science, or related field
2. Five (5) years of experience, three (3) of which be in a supervisory capacity (in a networking and telecommunications environment).

WORKING CONDITIONS:

Environment:

1. Office environment.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision to read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 20 lbs.

Date Approved: Revised: August 2002; July 2018
EEO Code: H-30