INFORMATION & COMMUNICATIONS SYSTEMS SUPERVISOR

BASIC FUNCTION:

Under the general direction of the Associate Vice President for Educational Technology and Library Services, coordinates and performs professional and technical services related to managing the District’s communications and information technologies. This position serves as a working supervisor to plan, implement, analyze, maintain and support the College-wide computer network, firewall, email/voicemail systems, microwave system, servers and related operating systems; modify, design and implement new and existing network resources and applications systems and core services; create, maintain and support various software systems and databases. Responsibilities include providing leadership and project management oversight to assigned staff, assuring the integrity of data and data submissions, providing direction and supervising assigned staff, ensuring timely and accurate problem solving, system testing, change management, and maintaining user relations.

REPRESENTATIVE DUTIES:

- Provide leadership in researching, analyzing, selecting, implementing, upgrading and maintaining new and existing technologies.
- Supervise the day-to-day operations of computer network, computer hardware and software applications, telecommunications, and programming functions.
- Coordinate prioritization of user requests for hardware and software trouble calls, programming assistance, new implementations and other technology improvements. Work with users as necessary on setting those priorities.
- Plan, implement, analyze, maintain and support the College-wide network and related operating systems; install, upgrade and maintain network operating system, host and OLTP.
- Monitor and supervise version upgrades and enhancements of network/desktop operating systems and application software.
- Remain current on developments in computer programming applications and techniques and network applications; participate in training programs as required.
- Plan, implement, analyze, maintain and support the District-wide Datatel system.
- Install, maintain and oversee the operation of servers, routers, switches, firewalls, mainframe and multi-platform networks and related peripheral equipment.
- Provide connection for LAN and WAN and related applications; maintain operating systems, client-server software, utilities and converged technologies.
Manage the configuration and installation of languages and productivity tools, servers and various systems; test and configure new server/switch/firewall software.

Provide specialized technical assistance in the planning and development of new projects and systems; conduct research of new technologies and implementation strategies; recommend and implement improvements.

Provide planning and operational support and supervision to computer networks/operations and programming staff; serve as a resource to other College staff and provide appropriate user support as assigned.

Prepare budget projections related to the purchase, maintenance and upgrade of hardware and software.

Provide work direction to subordinate staff; coordinate projects and oversee work in progress.

Train and evaluate the performance of assigned staff; assist in the interview and selection of staff, recommend termination and disciplinary actions; plan, coordinate and arrange appropriate training of subordinates.

Work collaboratively with Hartnell College departments.

Establish and maintain effective and positive relationships with faculty and staff

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Internal operating system technology, computer operations and hardware.
- Network communications and software engineering theory.
- Network management software, concepts and troubleshooting techniques.
- NT, UNIX and Novell servers and multi-platform client network management.
- Principles and practices of administration, supervision and training.
- Rules and regulations pertaining to IT activities and data confidentiality.
- Applications, programming techniques and procedures.
- Network operating systems, systems and network architecture, configuration and protocols.
- Client-server and converged technologies.
- Database theory and practical applications.
- Principles, practices and techniques of computer programming and analysis.
- Research and analysis techniques as related to computer programming.
- Oral and written communication skills.
ABILITY TO:

Plan, implement, analyze, maintain and support the College-wide network, Datatel system and related operating systems.
Supervise and coordinate department functions including user requirements, prioritizing, work load management, quality assurance, and configuration/change management.
Design and implement networks; provide connection for LAN and WAN and related applications.
Install and configure complex data equipment.
Troubleshoot and isolate network failures; perform network traffic load balancing and configuration.
Supervise, train, provide work direction and evaluate personnel.
Communicate effectively both orally and in writing.
Expedite software upgrades and enhancements to facilitate user requirements; may prepare complex IT system technical specifications.
Use performance monitoring software and interpret results.
Document procedures and technical information and publish same on network.
Apply the principles and techniques of computer programming to future planning and day-to-day operations
Prepare flow charts, work flow and project management diagrams.
Manage the writing of clear and concise programming documentation.
Compile, organize, analyze and present statistical and technical data.
Analyze situations accurately and adopt an effective course of action.
Operate office equipment including micro/mainframe computers utilizing word processing, database and spread sheet software applications.
Establish and maintain cooperative and effective working relationships with others.
Exercise initiative and mature judgment, sustain regular work attendance, and work as a member of a team.

EDUCATION AND EXPERIENCE:

Bachelor’s degree in MIS, Computer Science or related field, five years experience in networking or programming in a network environment and two years experience as a lead worker or supervisor to technical staff.

WORKING CONDITIONS:

ENVIRONMENT:

Office, computer room and network closets
PHYSICAL DEMANDS:
Sitting for extended periods of time.
Dexterity of hands and fingers to operate a computer keyboard.
Lifting moderately heavy objects.

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<th>CLASS HISTORY</th>
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<td>Established: June 2007</td>
<td>EEO Category:</td>
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