Northfield
PUBLIC SCHOOLS

POSITION DESCRIPTION
NORTHFIELD PUBLIC SCHOOLS
May 2016

SECTION I: GENERAL INFORMATION

Position Title: Network Manager	**Department:** Technology
Immediate Supervisor's Position Title: Director of Technology Services	**FLSA Status:** Exempt
Band/Grade/Subgrade: **D-6-1**	**Bargaining Unit:** Technology

Job Summary:

Under the direction of the Director of Technology Services, the Network Manager is responsible for assuring the smooth operation of the district's network systems and applications including recommendations concerning the design, implementation and maintenance of existing network operations, systems and components. The Network Manager also provides technical support to users in troubleshooting and resolving connectivity issues, monitoring and coordinating network security, system back ups and virus protection. In collaboration with the Director of Technology Services, the Network Manager assists in evaluating, recommending and implementing network enhancements and in developing technology strategies and procedures.

SECTION II: ESSENTIAL DUTIES AND RESPONSIBILITIES

Duty/Responsibility No:	1	**Statement of duty/responsibility:** Provides technical support, training and assistance to district staff and end users of the network.
Percent of Time:	30	

Tasks involved in fulfilling above duty/responsibility:
- Responds to technology support requests regarding network access, cloud based services, and locally hosted and managed systems
- Provides troubleshooting support to technology staff regarding support requests or specific technology projects
- Researches and shares information regarding best practices in maintaining a secure and dependable network

Duty/Responsibility No:	2	**Statement of duty/responsibility:** In collaboration with the Network Assistant administers, documents, maintains and monitors district technology systems, servers, web-based services, and network infrastructure.
Percent of Time:	45	

Tasks involved in fulfilling above duty/responsibility:
- Develops and maintains documentation systems regarding design, technical information, service and support of network infrastructure
- Collaborates with various district departments in implementing, maintaining, and supporting programs and servers including email, HR and finance programs, building servers and switches/routers, wireless network, mobile device

Comment [KB1]: This increased from 30-45% in order to absorb Duty 6

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management, internet filtering, and the student information system.
- Performs preventive maintenance activities on all network servers, switches, routers, and firewalls.
- Updates and installs operating system patches and upgrades as needed to ensure security and functionality of district systems

Duty/Responsibility No:	3	**Statement of duty/responsibility:**
Percent of Time:	5	Assists the Director of Technology Services in developing and updating district technology policies and procedures pertaining to network operations and procedures.

Tasks involved in fulfilling above duty/responsibility:
- Recommends systems to maintain and improve network functionality and security
- Researches options for procedures and policies related to optimization of the district network
- Informs and assists with implementation of new policies and procedures that will affect end users of our network

Duty/Responsibility No:	4	**Statement of duty/responsibility:**
Percent of Time:	5	Provides technical support and assistance to HR, finance, student information services, and other departments as needed in assuring continuous connectivity and access to required programs, as well as assisting with data management and syncing between systems when possible.

Tasks involved in fulfilling above duty/responsibility:
- Provides direct support to district services regarding network access, data management, and systems used for administrative purposes
- Assists in determining best practice and selecting new software and systems used by building administrators, district services, and programs serving multiple stakeholders
- Troubleshoots problems with district tools and systems as needed by end users

Duty/Responsibility No:	5	**Statement of duty/responsibility:**
Percent of Time:	10	Coordinates and participates in backing up all network resources. Checks the accuracy of backup jobs. Restores system files, as necessary.

Tasks involved in fulfilling above duty/responsibility:
- Creates and follows protocol for backing up data and resources including files and email
- Accesses data backups as needed and requested by school and district personnel

Duty/Responsibility No:	6	**Statement of duty/responsibility:**
Percent of Time:	15	Performs network preventive maintenance activities on all network servers, switches, routers, and firewalls. Updates and installs all operating system patches and upgrades.

Comment [KB2]: Remove this section—added to Duty 2.

Tasks involved in fulfilling above duty/responsibility:

Duty/Responsibility No:	6	**Statement of duty/responsibility:**

Percent of Time:	5	Performs other comparable duties of a like or similar nature as assigned.

Tasks involved in fulfilling above duty/responsibility:
- Keeps abreast of changing trends, developments and technologies in assigned areas of responsibility.
- Serves on various ad hoc committees or task forces, as appropriate.
- Assists with large scale technology projects as needed.

SECTION III: WORK REQUIREMENTS AND CHARACTERISTICS

EDUCATION/KNOWLEDGE REQUIREMENT: Minimum education required to perform adequately in position could reasonably be attained only by completing the following:

REQUIRED EDUCATION/TRAINING (choose one)			**DEGREE INFORMATION:** **Type of degree: (B.S., M.A., etc.)**
less than high school diploma			Associates Degree or Vocational Certificate 4-Year Degree preferred
High school diploma or GED.			**Major field of study or degree emphasis:** Computer Science, Information Technology, or a closely related area.
1 year college	x	**2 years college**	
3 years college		**4 years college**	
1st year graduate level			**Essential knowledge and specialized subject knowledge required to perform the essential functions of the job:**
2nd year graduate level			• Knowledge of network operating systems and network management tools and equipment (routers, servers, switches, firewalls, workstations, and various computer operating systems).
Doctorate level			• Knowledge of data network wiring standards, ethernet, and networking components. • Fundamentals of user training program development. • Principles of LANs in a multi-server, multi-location environment. • Methods and practices of repairing and upgrading network systems. • Principles and practices involved in installing of LAN applications software. • Knowledge of multiple operating systems. • Fundamentals of programming and scripting.

Required Work Experience in Addition to Formal Education/Training:
A minimum of 3 years previous and directly related experience.

Required Supervisory Experience:

LICENSE/ CERTIFICATION	**Identify licenses/certification required upon hiring:** Appropriate network administration license or experience demonstrating a proven history of successfully managing technology similar to current district infrastructure and platform.

ESSENTIAL SKILLS	**Skilled in:**

REQUIRED TO PERFORM THE WORK	- Collaboration with team members and other staff to effectively communicate and coordinate service. - Problem solving, logistics, and creative thinking to troubleshoot issues and implement effective practices. - Written and oral communication to provide technical support to district staff at all levels of technology understanding. - Time management and self-directed prioritization of tasks to maintain and improve technology systems to best support district staff and students. - Establishing and maintaining effective working relationships with team members, district staff, vendors, and the public - Planning, prioritization, and organization of tasks, projects, and information related to technology systems and needs. - Ongoing research and learning to continue to further knowledge of new and changing technologies. - Installing, configuring, and troubleshooting LAN applications software and operations. - Coordinating and implementing network projects. - Troubleshooting computer and networking components. - Preparing numerical and narrative reports. - Resolving hardware and software problems in a multi-location, multi-server and multiple platform environments. - Maintaining a safe working environment. - Communication and presentational skills to train staff, to prepare reports, and to collaborate with all levels of district staff in the planning, integration and support of technology throughout the district. - Implementing user training.

RESPONSIBILITY FOR DIRECT SUPERVISION OF THE FOLLOWING POSITIONS	
Titles of Positions Directly Supervised	**# of Employees**
0	0
TOTAL	**0**

INDIRECT SUPERVISION:	
Number of employees indirectly supervised: 0	**Total: 0**

HAZARDOUS WORKING CONDITIONS: *The essential duties of the work are performed under various physical hazards or environmental conditions noted.*	Work responsibilities are performed in a typical school setting. There are minimal hazards and risks associated with the performance of this classification.

PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities				
Employee is required to:	**Never**	**1-33%** **Occasionally**	**34-66%** **Frequently**	**66-100%** **Continuously**
Stand			x	
Walk			x	
Sit		x		
Use hands dexterously (use fingers to handle, feel)				x
Reach with hands and arms			x	
Climb or balance		x		
Stoop/kneel/crouch or crawl			x	
Talk or hear				x
Taste or smell	x			
Physical (Lift & carry): **up to 10 pounds**				x
up to 25 pounds				x
up to 50 pounds		x		
up to 75 pounds	x			
up to 100 pounds	x			
more than 100 pounds	x			

PHYSICAL JOB REQUIREMENTS: Indicate according to essential duties/responsibilities
Physical requirements associated with the position can be best summarized as follows:
Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to lift, carry, push, pull or otherwise move objects in the performance of the job

SECTION IV: CLASSIFICATION HISTORY AND APPROVAL

This Position Description reflects an accurate and complete description of the duties and responsibilities assigned to the position.

_____ _____

      Signature – Department Head   **Date**

_____ _____
       Signature – Human Resources   **Date**

Classification History:

Prepared by BCC 12/04
Retitled per Director request 4/04
Updated to current standards 05/2010
Updated to reflect changes 5/2016