

DIRECTOR, NETWORK SUPPORT SERVICES

GENERAL STATEMENT:

The Director of Network Support Services is responsible for developing business and technology standards to ensure the stability and integrity of in-house wired network, data, voice, video, surveillance, data center environmental controls and wireless network services. This is achieved by planning, designing, and developing local area networks (LANs), wireless local area networks (WLANs), and wide area networks (WANs) across the organization. In addition, the individual is responsible for the purchasing, installation, monitoring, maintenance, support, and optimization of all network hardware, software, and communication links. This individual will also analyze and resolve network hardware and software problems in a timely and accurate fashion, and provide end user training where required. This individual will also service as the College's Information Security Officer. Finally, this individual is responsible for ensuring that the enterprise has the capability to support new technologies and maintain high levels of network performance and reliability.

REPORTS TO:

Vice President of Information Technology Services

OCCUPATIONAL GROUP:

Professional

FLSA: Exempt

QUALIFICATIONS FOR APPOINTMENT:

Education:

Bachelor degree preferred, Associate degree, certificates, related experience work experience will be considered.

License or Certification:

None

Experience:

The Director of Network Support Services will have a minimum of 5 years increasingly responsible experience, including at least 3 years managing complex business activities in a technical environment including budgets and projects with challenging strict deadlines. They should have extensive experience in implementing and supporting large scale wide area networks and local area networks. They should be experienced in the implementation of network security.

Other:

- Strong analytical skills, with the ability to develop strategies, business cases and plans
- Ability to influence people across a range of junior and senior levels of management
- Excellent project management skills - highly organized and disciplined
- Excellent interpersonal and communication skills, with a high level of personal and professional integrity. Able to listen effectively, inspire trust and influence
- Self-starter, requiring minimal direction and an ability to juggle multiple priorities simultaneously and to take the initiative
- An innovative and creative thinker; not afraid to try something different and inspire others to follow suit
- Demonstrated ability to work under pressure, meet deadlines and deliver results
- Ability to combine attention to detail and technical abilities.
- Demonstrated experience of creating and managing a budget
- Demonstrated experience in training or mentoring others.

Common Technology used:

Cisco hardware, TCP/IP, Routing Protocols, Layer2/3 switches, Cat5e/ Fiber, Wireless, Vlans, QnQ Tunneling, LACP, QoS, ACL, Packet Captures, Cisco IOS, Windows OS, Mobile operating systems, Linux, Voice: VoIP, Analog Voice, Unity Voice Mail System, Call Handlers, Video Systems: Video Surveillance, Video Conferencing, SIP, H.323, H.264 Security: Firewalls, NG Firewalls, Physical Security,

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Systems, Packet Shaping, Network Access Control, MDM, Power: UPS Systems Monitoring: WhatsUp Gold, Syslog, Traps, Netflow/sflow, environmental monitoring

DUTIES AND RESPONSIBILITIES:

- Lead technical role for network design, engineering, implementation, diagnostics and/or operations/user support on an enterprise network.
- Employee supervision responsibilities over Network Support Services staff and student employees and/or provides process and project leadership.
- Provides performance feedback and assists employees with plans for development and training.
- Creates work standards for unit and holds individuals accountable for completing assignments.
- Has overall responsibility for department decisions and management.
- Provides strategic direction, coaches and mentors other IT Services staff especially in the area of Network Support Services.
- Works on highly complex projects that require in-depth knowledge across multiple technical areas and business units.
- Monitors the operation of the Enterprise network systems.
- Conduct research on network products, services, protocols, and standards in support of network procurement and development efforts.
- Performs complex tasks relating to the network operations, installation, and/or maintenance for local, off-site and/or remote locations.
- The scope of responsibility for this position includes, but is not limited to, the configuration, deployment, testing, and maintenance, monitoring and troubleshooting of the enterprise network components to provide a secure, high performance network.
- Provide engineering and support services for the TVCC network consisting of wide area network links, routers, and network switches.
- Provide project management including project planning, implementation and successful execution of project including technical network design, network diagrams, and detailed network documentation supporting TVCC data network infrastructure.
- Conduct research and make recommendations on network products, services, protocols, and standards in support of network procurement and development efforts.
- Interact and negotiate with vendors, outsourcers, and contractors to secure network products and services.
- Plans, organizes, prioritizes, and schedules work.
- Recommend improvements and/or alternatives on the college's existing systems architecture and technology portfolio.
- Set administrative goals for Network Support Services
- Coaches and trains other IT support personnel
- Responsible for building the Network Support Services annual budget
- Responsible for scheduling on call rotation for 24/7 support of network services including the data center.
- Adhere to TVCC and Information Technology Services policies and procedures.
- Other duties as assigned by the Vice President of Information Technology Services.

PHYSICAL REQUIREMENTS:

- Within the general range of an office environment.
- May be required to lift, push, or pull 30 lbs.
- Entails climbing a ladder.
- May require travel to and from campuses.

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The above job description has been reviewed with the employee and specific duties and responsibilities were explained. It was also explained that all questions concerning duties, responsibilities, working conditions, hours, etc., should be directed to the immediate supervisor.

Employee's Signature

Date

Supervisor's Signature

Date

All TVCC positions are security sensitive and require a criminal background check.

Approved: 1/26/2015

Revised: 8/19/2015

JD613