



## Classification Description

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**Job Title:** Director, Network Infrastructure and Operations

**Pay Grade:** TE010

**Job Code:** T071

**FLSA Status:** Exempt

### **Job Purpose**

This is a professional, responsible position that plans, organizes, and directs the network and technology infrastructure functions College-wide. This position is responsible for planning, evaluating, acquiring, implementing, training and supporting instructional and administrative computer networks, hardware, software, and staff. The Director of Network Infrastructure and Operations assumes responsibility for the implementation of systems to manage and maintain the integrity and security of the administrative and academic computer data resources College-wide. This position oversees administrative and security technologies at FSW.

### **General Responsibilities**

#### **Essential Functions**

Manages the overall operations of the network department. Interprets and communicates planning statements and College Operating Procedures in accordance with College, division, and departmental goals.

Manages the computer network and computer system network infrastructure resources and intercampus computer telecommunications College-wide.

Directs and manages the overall support services for the daily operations of Administrative Technology. Serves as the lead authority in the area of administrative technology at FSW.

Oversees the deployment of safety and security systems, the associated hardware and servers. Manages and maintains the integrity and security of the College's administrative and academic computer data resources.

Ensures the functional availability of administrative and academic computing system network resources College-wide.

Oversees the college Wi-Fi networks. Researches, recommends, and implements improvements to ensure a safe, secure and bandwidth rich learning environment.

Implements and monitors the Network Service Level and administrative technology agreements for the College.

## DIRECTOR, NETWORK INFRASTRUCTURE AND OPERATIONS

Collaborates with all departments to develop accurate project plans for technology procurement and installation in new building construction, renovations, and other technology improvements.

Researches and evaluates emerging computer and related technologies. Implements new technologies in accordance with College priorities.

Manages major technical projects and associated staff involving the College-wide planning, specification, acquisition, and implementation of computing systems and network infrastructure for administrative and instructional use, ensuring projects meet College priorities.

Manages the annual network and security budget.

Monitors expenditures, services, equipment, budget, prepare utilization reports, and other related matters.

Develops and maintains an ongoing professional development and computer training program for the Information Technology staff.

Represents the computing interests of the College with business, industry, and education network partners.

Oversees the data center operations at the College, as well the disaster recovery locations.

Participates in departmental meetings, in-service training and other activities as required; attends conferences, seminars, and professional meetings as designated.

Due to the responsibilities of this position, the Director must provide and maintain cellular telephone and high-speed internet technology services, which allows immediate accessibility to the College through text and voice messages by cellular phone, and responds as needed.

Hires, supervises, trains, and evaluates the professional, technical, and clerical staff of the network department. Plans and conducts regular staff meetings. Ensures staff receive on-going, documented training on relevant areas of technology.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Bachelor's degree from a regionally accredited institution of higher education in computer science or related field.

## DIRECTOR, NETWORK INFRASTRUCTURE AND OPERATIONS

Five (5) years of full-time professional work experience in a related technology role of which two (2) years are in a supervisory role. Appropriate combination of education and experience may be substituted.

Demonstrated experience with supervising employees.

Thorough knowledge of computing systems and networks.

Current network certification, such as MCP, MCSE, etc.

Ability to design and implement network and communications systems for students, faculty, and staff.

Demonstrated current firewall and router experience.

Demonstrated ability to maintain confidentiality.

Ability to travel independently to other locations for College business.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

## DIRECTOR, NETWORK INFRASTRUCTURE AND OPERATIONS

### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

### **Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: August 1, 2024.