

NORTH EAST SCHOOL DIVISION # 200



JOB DESCRIPTION

POSITION TITLE: Information Technology Manager

REPORTS TO: Directly: Superintendent of Schools
Indirectly: Director of Education

Purpose:

The Information Technology (IT) Manager plans, organizes, directs, controls and evaluates the activities of the school division that are integral to computers and telecommunications software, networks and information systems. The goal is to provide information technology that is effective and cost beneficial division-wide.

Required Education, Knowledge, Qualifications and Experience:

- College diploma or university degree in the field of computer science
- A minimum of 3 - 5 years equivalent work experience.
- Certifications in Cisco, Microsoft, Netware are a definite asset.
- Extensive hands-on technical knowledge of network systems, protocols, and standards such as Ethernet, Token ring, LAN, WAN, frame relay, xDSL, TCP/IP, ATM, T1, 802.11x, and so on.
- Strong knowledge of network management and analysis tools, such as CiscoWorks, Tivoli, and HP Openview.
- Extensive client/server and operating system experience with Windows 2003.
- Experience working in a switched and routed environment.
- Hardware, software, and network connection troubleshooting experience.
- Working technical knowledge of current network hardware, such as Cisco Catalyst 6500, 4500, 3500 series switches, Cisco PIX/ASA.
- Knowledge of anti-virus software, ASA/PIX firewalls, intrusion detection systems, and other network security measures.
- Knowledge of applicable data privacy practices and laws.

Required Skills and Abilities:

- Strong written, oral communication and interpersonal skills.
- Skilled at installing/configuring hubs, switches, routers, bridges, etc.
- Ability to conduct research into security issues and products as required.
- Ability to present ideas in user-friendly language.
- Highly self motivated and directed.
- Exceptional attention to detail
- Proven analytical and problem-solving abilities
- Ability to apply and follow project management principles and tasks.
- Ability to prioritize and execute tasks in a high-pressure environment
- Ability to do Medium Load Work which includes:
 - exerting up to 50 lbs. of force seldom (lifting and/or carrying)
 - exerting up to 20 lbs. of force occasionally
 - exerting up to 10 lbs. of force frequently to move objects
- Strong customer service skills.
- Ability to work in a team-oriented, collaborative environment.

Supervision of Staff:

This position does not involve the supervision of staff.

Duties and Responsibilities:

Without restricting the generality of the general description above, the Network Administrator shall perform such duties and responsibilities as may be assigned included but not restricted to the following:

- Monitor and analyze network performance across the organization's LANs, WANs, and wireless deployments.
- Ensure the stable operation and efficient performance of division networks.
- Plan and implement any improvement, modification, or replacement of network infrastructure components.
- Monitor system capacity to determine its affect on performance and recommend enhancements to meet new or changing network demands.
- Identify and remedy network performance bottlenecks.
- Configure and troubleshoot servers, including e-mail, print, and backup servers and their associated operating systems and software.
- Install and configure all network hardware and equipment, including routers, switches, hubs, UPS'.
- Inspect, maintain, and where necessary replace network cabling, voice/data jacks, and other network-related equipment.
- Ensure network and IP connectivity of all workstations, application servers, and back-end office infrastructure.
- Plan and manage budgeting for network hardware and software procurement.
- Conduct research 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.
- Develop and implement policies for network asset management, including maintenance of network component inventory, related documentation, and technical specifications information.
- Develop and implement policies, procedures, and associated training for network resource administration, appropriate use, and disaster recovery.
- Establish connectivity and uptime service level agreements.
- Be knowledgeable about and supportive of all NESD administrative procedures and directives
- Attend regular department meetings, in-services and external related seminars as required
- Engage in lifelong learning with respect to training, in-services and courses of study.
- Conduct oneself in a manner appropriate to an educational institution that provides services to children.
- Perform other duties as may be required or assigned by the IT Manager

Judgment, Independence and Client Contact:

Confidentiality:

At no time should the Network Administrator discuss in public information pertaining to anyone in the school division. The Network Administrator is expected to respect the confidential nature of the position by avoiding discussion about any topics that are not formally communicated to the public by the school division. Breaching confidentiality is a serious violation of acceptable conduct.

Independence:

The employee is expected to work independently and as a team member of the assigned Department, the schools and the division office as required.

Judgment, Independence and Client Contact:

Client/Peer Contact

This employee works collegially with school staff, school-based administration and other division based staff. Contact with other employees and outside agencies is regular and frequent.

Responsibility for Quality of Assigned Work:

The employee is under supervision and is responsible for the quality of the work and is expected to seek clarification and direction on any matters of concern.

Salary Grid:

The salary grid for the Network Administrator is tied to the following grid(s):

Non-Unionized Administrative Guidelines

Approved By:	Dean Biesenthal, Supt of Human Resources
Date Approved:	Nov 2012
Reviewed:	