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Merit System (Rules)

Merit Principles

What is the Merit System?



Class Title: Network Communications Manager

Bargaining Unit: Managerial & Supervisory Classified Employees

Class Code: IT-0023

Salary: \$40.49 - \$49.21 Hourly
\$7,018.00 - \$8,530.00 Monthly
\$84,216.00 - \$102,360.00 Annually

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Concept of the Class	Benefits
<p>he Network Communications Manager manages, oversees, and supervises the department responsible for the installation, maintenance operation and repair of District voice, data and video network communications systems.</p>	
<p><u>DISTINGUISHING CHARACTERISTICS</u></p>	
<p>The Network Communications Manager coordinates, manages and oversees the installation, and maintenance of the District's network infrastructure, desktop computer, physical security, and VoIP communications systems and applications.</p>	
<p>The Network Services Manager leads, coordinates and manages the District's network infrastructure and security, Virtual Server architecture, Storage Area Network, and allocation of enterprise network services resources.</p>	
<p>The Director of Network Services & Telecommunications plans, directs, designs, and implements network communication services. The incumbent plans, manages, and oversees the District enterprise technology plans.</p>	
<p>Essential Duties:</p>	
<p>Manages, oversees, and supervises the day-to-day operations of the Network Communications Technician staff, and Switchboard Operator staff.</p> <p>Selects, develops and evaluates assigned personnel</p> <p>Approves departmental time sheets, attendance records, time off request, and additional time worked including any overtime.</p> <p>Organizes, prioritizes and assigns requests for equipment installations and other network communications services; supervises network communications installations and repairs.</p> <p>Reviews and creates departmental procedures, schedules and system controls.</p> <p>Manages and maintains network communications department budget, establishes purchase orders, approves purchases and vendors, requests budget transfers and augmentations.</p> <p>Meets and confers with college managers, faculty and staff regarding data and network communications needs; recommends technology purchases to various departments.</p>	

Directs and oversees annual maintenance agreements related to support of District voice and data systems.

Interfaces with a variety of vendors to procure phone and computer systems and supplies; recommends technology purchases to various departments; monitors quality of work and coordinates their activities.

Supervises and sets policies for use of helpdesk by staff.

Orders and cancels district voice and data circuits from external providers.

Manages and coordinates network installation and upgrade projects with Network Services, Facilities, and Maintenance Departments.

Participates in Emergency Preparedness, Facilities Planning, and other interdepartmental meetings, to provide support and input as needed.

Reviews and approves proposed District building standards and specifications related to network infrastructure from Facilities Planning, regarding projects for new building construction and remodels; reviews architectural drawings and provides comments as needed.

Documents network communication systems configurations

Audits monthly phone bills and CDR records and notifies department managers of fraud and misuse.

Maintains and updates printed, online voice-activated campus phone directory.

Performs other related duties as requested or assigned.

Examples of essential duties are descriptive and not restrictive in nature and are generally listed in descending order of importance.

Supervision:

Supervision Received:

Position is supervised by Director of Network Services & Telecommunications.

Supervision Exercised:

Position supervises Network Communications Technician I, Network Communications Technician II, Network Communications Technician III, and Switchboard Operator positions.

Knowledge, Skills and Abilities:

Knowledge of:

Network communications systems and networking standards, principles and protocols

Wide and local area teleprocessing networks used in voice and data processing

Various computer hardware, software and operating systems

Design and installation of local and wide area networks

Recording systems, helpdesk and database applications

Troubleshooting techniques and principles

The capabilities of voice and data systems, local and wide area networks and personal computers

Current development and trends in Information Technology

Ability to:

Guide and direct department staff, establish work schedules and duties, and set priorities

Diagnose complex operational problems, exercise sound judgement, and suggest corrective course of action

Manage the troubleshooting of hardware, software and peripheral equipment malfunctions in a network and stand-alone environment utilizing both MAC's and PC's

Prepare and maintain accurate records of equipment, records of repairs, staff schedules and payroll information

Select, train, supervise and evaluate technical support staff

Maintain effective working relationships with administrators, managers, faculty, staff, student workers and outside contacts and vendors

Communicate clearly and effectively, both orally and in writing

Provide sensitivity and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff, and customers

Minimum Qualifications:

Education:

A bachelor's degree in Business Administration, Public Administration, Computer Information Systems, Computer Science, Mathematics or a closely related field from an accredited institution.

Experience:

Three 5 years of progressively responsible work experience planning, coordinating and supervising the installation of a large scale network communications system, one (1) year of which must have included supervision of a technical support staff.

Education/Experience Equivalency:

Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis.

Licensure and/or Certification: None

Working Conditions and Physical Demands:

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:

While performing the duties of this job the employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to 25 pounds. While performing the duties of this job, the noise level in the work environment is usually quiet.