Network Infrastructure Integration Manager

Position Details

Class Code: 1567
Job Family: Information Systems
Classification: Support Professional
Terms of Employment: Pay Grade 64 on the Support Professional Salary Schedule
FLSA STATUS: NON-EXEMPT

Position Summary

Under direction, responsible for the supervision of networking technology infrastructure integration services provided to schools and central offices, including but not limited to: operational status of network technology infrastructure components such as routers, switches, Wi-Fi, and cabling, as well as related hardware components and software applications.

Essential Duties and Responsibilities

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Develops and assigns work procedures; supervises and evaluates assigned staff.
2. Coordinates resources assigned to Networking Services - Technology Infrastructure Integration projects from initiation through implementation.
3. Tracks project status and reviews work in progress to assure conformance to plans and networking standards.
4. Assists in the design and implementation of effective network technology infrastructure integration models for schools and departments.

5. Provides training and mentoring for technical processes, work procedures, and usage/support of tools and utilities, such as diagnostic tools and deployment systems.
6. Provide technical leadership and problem solving skills for difficult situations, as directed.
7. Coordinates network technology infrastructure-related integration activities including scheduled deployment, support, and services with other units and departments (i.e., Networking Services – Network Unit, Networking Services – Server Unit, Telecommunication Services, User Support Services, Facilities, Instruction Unit, and other departments/units).
8. Oversees the installation and troubleshooting of network technology infrastructure hardware such as routers, switches, controllers, and wireless access points (WAPs).
9. Assists in the design, implementation, and distribution of related software applications.
10. Coordinates with vendors regarding network technology infrastructure specifications; recommends enhancements and upgrades based on performance standards.
11. Oversees benchmark testing of network technology infrastructure hardware and software.
12. Manages records of equipment locations, failures, and operational statuses.
13. Assists in developing disaster recovery plans (DRP) for network technology infrastructure.
14. Schedules and facilitates preventative maintenance and upgrades to network technology infrastructure systems.
15. Assists in designing and implementing network technology infrastructure security systems.
16. Provides input into goals, objectives, and budget development for the department.
17. Oversees first-, second-, and third-level network technology infrastructure integration staff and contracted personnel.
18. Continuously improves services using customer and staff input.
19. Conforms to safety standards, as prescribed.
20. Performs other tasks related to the position, as assigned.

Distinguishing Characteristics

Involves supervising and supporting the performance of various Networking Services functions with respect to network technology infrastructure integration projects.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge and experience in configuring/installing network technology infrastructure components and related hardware, software, and cabling.
2. Knowledge of network technology infrastructure installation practices and techniques.
3. Knowledge of network technology infrastructure equipment and systems.
4. Knowledge of Transmission Control Protocol/Internet Protocol (TCP/IP) networking technologies and troubleshooting.
5. Knowledge of network server systems and operations.
6. Knowledge of cabling, termination, installation, troubleshooting, and repair including Category 5 (CAT5) and Category 6 (CAT6) technologies.
7. Knowledge of fiber optic cabling, termination, installation, and repair including single-mode and multi-mode.
8. Knowledge of the installation, configuration, troubleshooting, and repair of Uninterruptible Power Systems (UPS) supporting network technology infrastructure equipment.
9. Knowledge of network technology infrastructure security systems and techniques.
10. Knowledge and experience in principles/practices of employee supervision, including work planning, organization, employee training, performance reviews/evaluations, and discipline.
11. Ability to analyze network technology infrastructure systems/procedures and make sound recommendations for improvements.
12. Ability to prepare clear and concise reports, documentation, and other written materials; maintains organized and accurate reports of work performed; assists in the development of training materials and programs.
13. Ability to supervise/manage assigned technical support staff and contracted personnel.
14. Ability to explain complex technical processes and procedures using easy to understand terminology.
15. Ability plan and organize work.
16. Ability to coordinate multiple projects and meet predetermined deadlines.
17. Ability to read and interpret complex materials.
18. Ability to analyze specifications of network technology infrastructure equipment and components.

19. Ability to debug network technologies.
20. Ability to develop detailed network equipment specifications and requirements.
21. Ability to maintain current knowledge of network infrastructure technology techniques and practices.
22. Ability to work flexible hours and shifts.
23. Ability to work cooperatively with employees, departments, vendors, and the public.
24. Ability to exercise judgment with established procedures.
25. Ability to recognize and report hazards and apply safe work methods.
26. Possess physical and mental stamina commensurate with the responsibilities of the position.

Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent (i.e., General Education Development (GED), foreign equivalency, etc.).
2. Four (4) years of work experience in progressively detailed network technology support and operations; or,
   Two (2) years of college with a focus in Information Systems (IS), Computer Science (CS), Electrical Engineering (EE), or related field; plus, two (2) years of work experience in progressively detailed network technology support and operations; or,
   Bachelor's degree in Information Systems, Computer Science, Electrical Engineering, or related field.
3. Four (4) years of work experience directly providing network infrastructure technology integration and support.

Licenses and Certifications

A valid driver's license or state-issued identification card.

Preferred Qualifications

1. Supervisory experience.
2. Industry certification in network technologies such as Cisco Certified Network Professional (CCNP), Computing Technology Industry Association (CompTIA) Network+, etc.
3. Industry certification in project management, such as Project Management Institute (PMI) – Project Management Professional (PMP).

Document(s) Required at Time of Application

1. Copy of a valid driver's license or state-issued identification card.
2. High school transcripts or other equivalent (i.e., GED, foreign equivalency, etc.).
3. College transcript(s), if applicable.
4. Specific documented evidence of training and experience to satisfy qualifications.

Examples of Assigned Work Areas

Clark County School District Technology and Information Systems Services offices, and travel to and from schools and other District office settings.

Work Environment

Strength
Sedentary/medium – exert force of 20-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

Physical Demand
Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, climbing, crouching, reaching, handling, and repetitive fine motor activities. Occasional climbing and crawling. Mobility to work in a typical office setting and use standard office equipment. Mobility to perform equipment installations and work in cramped spaces. Stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in-person, via video conference and computers, or over the telephone. Vision: Frequent near and far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

Environmental Conditions
Varies from a climate-controlled office setting to work outdoors with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards

Frequent electrical shock hazards. Furniture, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

Examples of Equipment/Supplies Used to Perform Tasks

Various computers, printers, modems, telephones, fax machines, optical time delay reflectometer, drills, punch down tools, digital multi-meters, laser communication devices, data system and communications test equipment, and hand/power tools used in the installation and repair of data communication systems.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information
- Revised: 05/17/23
- Created: 07/05/16