DEPARTMENT: **SCHOOLS**
CLASSIFICATION: **COMPETITIVE**
APPROVED: **AUGUST 16, 2018**

MANAGER OF NETWORK AND INFORMATION SYSTEMS

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for coordinating technical and information systems in a school district and serves as BOCES facilitator. The incumbent is responsible for performing technical duties associated with technical support duties; end-user support; network administration; server maintenance; data communications; telecommunications; business/systems analysis; computer, Chromebook, and device installation, maintenance, and repair; project management; computer center management; and end-user training. Work is performed under the general supervision of a higher-level administrator with wide-leeway permitted for exercising independent judgment in carrying out the details of the work in accordance with policies, procedures, and regulations. The incumbent either supervises lower-level technical district staff or collaborates with and oversees staff assigned from BOCES. Does related work as required.

TYPICAL WORK ACTIVITIES:
1. Serves as BOCES facilitator for technological operations and oversees the work of assigned BOCES staff;
2. Manages and performs technical tasks related to the inventory, distribution, configuration, maintenance, and repair of technological hardware and peripherals such as computers, Chromebooks, devices, and related peripherals;
3. Performs network administration tasks including designing, installing, configuring, monitoring upgrading, and securing LANS/WANS and all network components, evaluating network methodologies, implementing telecommunication networks, maintaining network architecture and design, trouble-shooting network issues;
4. Provides first-line diagnostics/trouble-shooting, coordinates solutions, collaborates with vendors and service providers, makes referrals, follows-up, and manages support tickets;
5. Provides end-user support by developing and implementing ongoing needs assessment and providing application training and support;
6. Performs all tasks related to ongoing server maintenance and utilization;
7. Creates and maintains user accounts, directory structures, security rights, and peripheral configurations;
8. Tracks and manages telecommunications infrastructure and trouble-shoots voice system problems;
9. Analyzes business and systems to determine the best application of technology to meet end-user needs, consults with users, makes hardware and software recommendations, collaborates with vendors, acts as liaison between users and vendors, and performs cost benefit analysis and feasibility;
10. Assists in the development of bids and contracts for purchased services and equipment and assists in budget preparation, including requests for equipment purchasing, licenses, maintenance agreements, etc.;
11. Assists with the development, implementation, and review of the district disaster recovery plan;
12. Plans, develops, secures, and implements web sites;
13. Plans, organizes, and controls the activities of the district computer center;
14. Manages computer projects by assigning personnel, directing activities, providing technical guidance and training, conducting meetings, preparing project schedules and monitoring progress, preparing reports, establishing procedures, and studying problems and recommending solutions;
15. Assists in the development and implementation of policies and procedures related to technological operations and of short- and long-term technology plans

CONTINUED

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS: Thorough knowledge of principles and practices of computer hardware and software, data management systems and operations, and LAN/WAN network systems including those used for telecommunications; good knowledge of sound financial and business administrative, budgeting, purchasing and cost containment practices and procedures in a public agency; good technical aptitude and ability stay current with changes in technology; skill in operating modern technological devices at an acceptable rate of speed and accuracy; ability to plan, organize, coordinate, administer and evaluate the effectiveness of program plans and provision of services related to information technology; ability to evaluate various hardware and software as it relates to system requirements; ability to design, install, update and maintain LAN and WAN networks including those used for telecommunications; ability to compile data and produce reports, tables, charts, etc.; ability to plan and direct the work of others; ability to develop, understand and follow complex oral and written instructions; ability to communicate clearly and effectively, both orally and in writing; ability to establish and maintain effective working relationships; sound professional judgment; initiative; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:
1. Graduation from a regionally accredited or New York State registered four year college or university with a Bachelor's Degree and three (3) years of paid experience in information technology which included at least one year of experience in programming and/or maintenance of vendor supplied operating software and one year of experience in the installation and maintenance of LAN operating systems; **OR**

2. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in data processing, computer science, business administration or related field and five (5) years of paid experience in programming and/or maintenance of vendor supplied operating software and one year of experience in the installation and maintenance of LAN operating systems; **OR**

3. Graduation from high school or possession of an equivalency diploma and seven years of experience in programming and/or maintenance of vendor supplied operating software and one year of experience in the installation and maintenance of LAN operating systems; **OR**

4. An equivalent combination of training and experience as defined by the limits of 1 - 3.

NOTE: Part-time experience will be pro-rated.