

## **SUPERVISOR CAMPUS NETWORK AND PC SUPPORT**

(Supervisor Assignment)

(Range 54)

### **DEFINITION**

Under direction, perform computer network investigation, planning, implementation and support for all campus Local Area Networks (LANs), Wide Area Networks (WANs), data communications, desktop hardware, software and peripherals for the College's instructional and administrative purposes. Plan, assign, supervise and evaluate the work of Personal Computer (PC) and Network support staff.

### **DISTINGUISHING CHARACTERISTICS**

Incumbents are required to have extensive knowledge of, and experience in, LAN and WAN technologies, design, implementation and support in a production environment. Technologies include hardware, software and cabling. Incumbent must also have extensive knowledge of desktop hardware, software, and peripherals. Incumbent is responsible for the activities of the Network and PC support staff, and should be able to perform the duties of the Network and PC positions. Incumbents must be able to work independently and exercise sound judgment.

### **ESSENTIAL FUNCTIONS**

- Supervise, coordinate and evaluate the activities of Network and PC support staff. Network Support staff is responsible for all campus LAN/WAN hardware software and cabling. PC Support is responsible for all desktop computers and peripherals. Supervision includes assigning tasks, setting priorities, monitoring workload distribution, and evaluating employee performance;
- Responsible for the design, installation, support and long term health of the College Local Area Network (LAN) and Wide Area Network (WAN). Knowledgeable of current technology and of all the components that make up the college LAN and WAN. (Components include hardware and software);
- Investigate, test and analyze technologies for use by the College. Make decisions based on technical input and appropriate College issues. Consult with users to identify system requirements. Identify testing and training requirements (before production installations);
- Serve as liaison to appropriate vendors and/or outside consultants. Monitor the quality of their work and coordinate their activities with appropriate College staff. Assist in the development of any outside vendor bid specifications;
- Develop and ensure adherence to technology standards, procedures, and documentation. These include installations, backup, maintenance, security and performance monitoring;
- Provide technology leadership for the College as it pertains to implementation and troubleshooting campus LAN, WAN and microcomputer technology;
- Administer campus LAN budget and PC repair budget;
- Establish and maintain cooperative working relationships with appropriate persons(s) at the College in order to effectively accomplish objectives of the College, department or working group;
- Communicate effectively orally and in writing;

- Demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of staff and students and of staff and students with physical and learning disabilities;
- Perform other related duties as required.

**Duties may require the physical ability to:**

- see for the purpose of reading regulations, laws and codes, rules and policies, and other printed matter;
- hear and understand speech at normal levels;
- speak so that others will be able to understand a normal in-person and telephone conversation;
- sit or stand for extended periods of time;
- lift and/or carry 25 pounds;
- exert manual dexterity sufficient for keyboard and other office equipment operation.

ESSENTIAL FUNCTIONS OF PARTICULAR POSITIONS WITHIN CLASSIFICATIONS MAY VARY BECAUSE JOB DUTIES MAY VARY BY WORK LOCATION.

**DESIRABLE QUALIFICATIONS**

**Education:**

- Any combination equivalent to Associate's degree in computer or electronics field, or four years of full-time experience in the installation and maintenance of microcomputer local area networks, data communications equipment and software. Increased responsibility in a supervisory role or lead capacity.

**Knowledge of:**

- Ethernet/Fast Ethernet, Twisted pair and fiber optic cabling and punch-down methodology;
- WAN cabling and methodology;
- TCP/IP and IPX/SPX theory, Firewall/Packet Filters, SNMP/RMON/MIB Theory;
- Cisco Routers and Switches;
- Novell, NT, Unix;
- Current Web technologies;
- Current Windows and Mac OS, Intel and Mac hardware components;
- Fluent in PC Repair;
- Computer programs necessary for record keeping and databases;
- Correct English usage: grammar, spelling, vocabulary and punctuation.

Board of Trustees Approval: 12/6/2000