Sacramento County Office of Education Job Description
Classification Title: Director,
Computer, Network, and Telecommunications Support (CNTS)

DEFINITION

Under general direction manages and coordinates activities required for implementing and maintaining computer, server, network and telecommunication technology and educational systems for the Sacramento County Office of Education and the school districts it serves; performs other related duties as assigned.

DIRECTLY RESPONSIBLE TO

Assistant Superintendent, Technology Services

SUPERVISION OVER

Professional, technical, and clerical personnel as assigned.

DUTIES AND RESPONSIBILITIES

(This position may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found within this classification)

Provides leadership for project management, standards development, systems and networking administration practices; assists administrative, instructional and support personnel to plan and implement a wide range of technology-based projects and solutions; provides support to County Office departments, districts, and outside agencies to implement short and long-term strategic technology planning ; prepares initial project work plans detailing objectives, tasks, timelines, and methods for evaluation; manages all aspects of mediated projects including monitoring of timelines and coordinating technical personnel; communicates with technical staff and clients on a regular basis regarding status of projects; oversees set-up, installation and maintenance of physical and virtual computers and servers used for educational programs and projects; oversees the maintenance and support for telecommunication systems including cellular, smart phone and Voice Over Internet Protocol (VOIP) as well as Local Area Network (LAN), Wide Area Network (WAN) and server architectures; plans, organizes, and negotiates with vendors to facilitate acquisition of hardware and software related to departmental, divisional and project goals and objectives; prepares written documents including reports, policy and use guidelines, and evaluations; prepares and monitors project budgets; selects, trains, supervises, and evaluates technical staff; represents County Office and special projects at regional, state and national meetings; facilitates the acquisition of outside funding to support divisional goals and objectives.

MINIMUM QUALIFICATIONS

Education, Training, and Experience
Possession of a bachelor's degree in information technology, computer science, or related field; successful experience managing technical staff and complex technology projects; experience supervising the installation and maintenance of physical and virtual servers and desktops, networking technologies, and Voice Over Internet Protocol (VOIP) telecommunication systems; experience supervising and coordinating project teams; recent experience working with new and emerging technologies.

Knowledge of:
Technical project management; server and desktop virtualization technologies; installation and administration of Windows and Linux/Unix servers and general server technologies including Active Directory, DNS, DHCP, IIS, Apache, File and Print Services, and Microsoft SQL Server; LAN/WAN design, implementation and operation; principles of supervision and evaluation; a variety of network protocols, standard software applications and productivity tools.

Skill and Ability to:
Communicate effectively both in oral and written form; explain technical concepts in non-technical terms to

staff and clients; learn new hardware and software systems and adapt to changes in technology; prioritize, organize, and schedule work assignments and projects; develop measurable goals and objectives; evaluate projects and programs towards achievement; prepare, monitor and maintain budgets; monitor expenditures; establish and maintain cooperative working relationships with those contacted during the course of work; selects, trains and supervises technical staff.