

# Job Description

Position Title: Manager, Information Technology Network

Job Family: Information Technology

Job Type: Manager

FLSA Status: Exempt

Salary Grade: 09

## Position Summary:

The Information Technology Network Manager leads and oversees the operations of our network infrastructure. The Information Technology Network Manager is responsible for providing technical leadership and project management duties. This position coordinates and manages major college IT projects, implementations, reporting, and meeting requirements. The Information Technology Network Manager maintains the security, reliability, and performance of our IT systems.

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Leads and manages the daily operations of the network team, including scheduling, project management, and performance evaluations.
2. Designs, implements, and maintains LAN, WAN, wireless, and VPN infrastructure to ensure optimal uptime and performance.
3. Monitors network activity and security, performing regular risk assessments and ensuring compliance with organizational and industry standards.
4. Administers and maintains telephony platforms including Webex cloud, CUCM, Unity, and related voice technologies.
5. Oversees the installation, configuration, and troubleshooting of network hardware and software.
6. Develops and enforces network policies, procedures, and best practices.
7. Collaborates with internal departments and external vendors to support infrastructure projects and resolve network issues.
8. Maintains documentation of network architecture, configurations, and maintenance records.
9. Leads incident response efforts for network-related events and provide root cause analysis.
10. Provides mentorship and training for junior IT/network staff.
11. Performs all other duties and responsibilities as assigned or directed by the supervisor.

## Knowledge, Skills, and Abilities:

1. Knowledge of computer and network operating systems

2. Knowledge of project management principles, processes, and techniques
3. Skill in budget/resource management
4. Skill in organization, coordination, and management
5. Skill in people leadership and supervision
6. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
7. Skill in positive, productive, and flexible customer service
8. Ability to adapt to a rapidly changing technical environment
9. Ability to apply analytical and critical thinking skills with the ability draw conclusions and prepare accurate reports of results

### **Supervision:**

- Supervises work of others, including planning, assigning, scheduling, and reviewing work, ensuring quality standards. Is responsible for hiring, terminating, training, and developing, reviewing performance, and administering corrective action for staff.

### **Independence of Action:**

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

### **Competencies:**

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.
- Institutional Infrastructure: Allows participation in the development of foundational aspects of the College, including the establishment of a strategic plan, financial and facilities management, accreditation, and technology planning.

### **Minimum Qualifications:**

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Information Technology or a closely related field of study required.
- Master's degree in Computer Science or a closely related field of study preferred.
- Three (3) to Five (5) years of related experience required.

- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

### Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

### Special Conditions of Employment:

- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License
- Some evening or weekend work hours
- On-call rotation duties