CLASS TITLE: VCEDNET MANAGER

BASIC FUNCTION:
VCEDNET (Ventura County Education Network) is one of the core services of Technology Services department at VCOE. It provides network connectivity and related services to education community in Ventura County. The function of this position is, under the direction of the Chief Technology Officer and Director of Technology Systems, managing all aspects of VCEDNET to ensure the services, delivery and meeting the operation and performance goals. Participate and contribute to the overall management and teamwork of the Technology Services Department.

REPRESENTATIVE DUTIES:
Manage and lead a team of network technicians and operators, assign and prioritize tasks to team members; allocate staff and resources for operation needs; 

Work closely with Network Services team and/or network consultants, implement approved network projects; 

Respond to District customer’s request for services, including the annual federal E-rate program’s requests for proposals; 

Coordinate with vendors, contractors, and customers to ensure the network project completion and service turn up in timely order. 

Coordinate with CENIC and K12HSN regarding DataLink reporting and circuit monitoring. 
Manage the daily operational resources to identify customer requirements, consider available technologies and implement appropriate solutions; 

Make recommendations to management concerning the use of new technology; 

Oversee the configurations, output, maintenance, security and administration of network monitoring tools and systems; 

Define network service matrix. Direct and track all network performance trending, and fault resolution; Review daily, network alerts and resolution logs; 

Approve and distribute network performance reports to VCEDNET customers; 

Survey VCEDNET customers on a regular basis and utilize results to improve services; 

Recommend and implement changes to accomplish increased network system performance and security; 

Assess staff skills and recommend training; 

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Consult and advise VCOE staff and customers on network service issues; 

Participate in the interview and new employee selection process; 

Promote and facilitate teamwork; 

Follow and promote federal, state, local, and organization safety guidelines and practices; 

Participate and contribute to the overall management and teamwork of the Technology Services Department; and 

Other duties as assigned. 

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:** 
- OSI network model layers, routing, switch protocols, network applications, and current network/telecommunication technologies; 
- Technologies related to telecom providers, such as, microwave, Wi-Fi, Cellular, VoIP, PBX, POTS lines, fiber optics; 
- Federal E-rate program, California Teleconnect Fund (CTF), and CALNET contracts; 
- Project management tools and techniques; 
- Major network devices, operating systems and monitoring tools used by VCOE; 
- Basic understanding of HVAC, electrical/power systems, and facility maintenance issues; 
- Vendor and contract management; and 
- Basic understanding of ITIL framework or similar service delivery models.

**SKILLS FOR:** 
- Analysis of service objectives and translating organization business goal to actionable tasks; 
- Interpersonal communication using tact, patience and courtesy; 
- Effectively managing time and resources to achieve project goals; 
- Public presentation, excellent oral and written communications skills; and 
- Record-keeping and project cost and resource tracking techniques.

**ABILITY TO:** 
- Analyze, design, write, test, implement and maintain network operation procedures; 
- Assign, prioritize, and monitor work assignments; 
- Lead, empower, train, supervise and provide input into the evaluation of personnel; 
- Exercise tact, patience, compassion and courtesy in working with people; 
- Communicate technical issues orally and in writing to users, management and peers; 
- Keep up-to-date on new and emerging technologies; and 
- Read, understand and integrate new concepts and ideas.

**EDUCATION AND EXPERIENCE:**
- Any combination equivalent to: Associate of Arts/Science degree in Information Technology or Telecommunication related field and five years experience at the level of a systems administrator
or network technician, involving heavily in network service delivery and network operation tasks.

**LICENSES AND REQUIREMENTS:**
Valid California driver's license.

**WORKING CONDITIONS:**
**ENVIRONMENT:**
Office and Technology Services Department environment;
Occasionally subject to noise from office and computer operations;
Subject to driving to VCOE and school district sites; and
VCEDNET remote sites to supervise and conduct field work.

**PHYSICAL ABILITIES:**
Sitting for extended periods of time;
Seeing to observe monitor and to respond to computer malfunctions;
Hearing and speaking to communicate with users;
Dexterity of hands and fingers to operate keyboard;
Lifting up to 40 pounds;
Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects; and
Lower body mobility may not be required.

Should an applicant require reasonable accommodation, the Ventura County Office of Education will consider that upon request.