

# CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

## INSTRUCTIONAL NETWORK SYSTEMS SUPERVISOR (CONFIDENTIAL/SUPERVISORY)

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under direction, supervise, assign, review, and participate in the work of staff responsible for installation, maintenance and technical administration of all College instructional delivery systems and technologies; ensure work quality and adherence to established policies and procedures; and perform the more technical and complex tasks relative to assigned area of responsibility.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional duties not listed, but within classification.*

1. Plan, prioritize, assign, supervise, review, and participate in the work of staff responsible for providing timely and effective technical support to administrative and instructional users of computers and related resources; manage and administer College information systems hardware and software.
2. Establish schedules and methods for providing instructional delivery systems and technology services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.
3. Participate in the development of goals and objectives as well as policies and procedures; make recommendations for changes and improvements to existing standards, policies, and procedures; participate in the implementation of approved policies and procedures; monitor work activities to ensure compliance with established policies and procedures.
4. Participate in the selection of technology support staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
5. Participate in the preparation and administration of the College technology program budget; submit budget recommendations; monitor expenditures.
6. Perform the most technical and complex tasks of the work unit.
7. Analyze College requirements for the instructional delivery systems and technologies, including capacity and utilization.
8. Exercise operational control over the College instructional data network; manage the College's instructional video conferencing networked systems.
9. Plan and estimate required resources and act as senior consultant to College staff on all matters relating to new construction, installation and upgrading of all instructional delivery systems, networks and facilities.
10. Act as the College's primary coordinator of local networking services and the main liaison between the College and District; ensure that new services are thoroughly researched for possible impact on the District's integrated networking service and properly coordinated prior to implementation.
11. Disseminate information regarding system outages and scheduled maintenance; ensure that all impacted parties are made aware of system outages.
12. Plan, implement and perform or direct the maintenance and operation of college audio and videoconference systems and sites.

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13. Develop and maintain appropriate documentation concerning the operation and maintenance of all systems used to deliver instruction on campus or remote sites.
14. Direct the administration of detailed inventory records of current equipment inventory, new equipment purchases, maintenance requests and related operational details.
15. Maintain records concerning operations and programs; prepare reports on operations and activities.
16. Attend and participate in professional group meetings; maintain awareness of new trends and developments in the field of information technology; incorporate new developments as appropriate into programs; serve on regional and statewide technology committees and professional organizations.
17. Perform related duties as required.

**MINIMUM QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

- Principles of computer systems, network administration, and programming.
- Principles of project planning and management.
- Principles of supervision, training, and performance evaluation.
- Basic principles and practices of budget preparation and administration.
- Principles and procedures of record keeping.
- Principles of business letter writing and basic report preparation.
- Principles and methods of Windows Server architecture.
- Principles and methods of network technology, design, security, and administration.
- Modern technologies and systems for the delivery of instruction using television transmission, telecommunication systems, digital and analog satellite systems, multimedia instructional delivery systems in local and remote access sites.
- Computer applications within these systems and local and wide-area networking, protocols and procedures and topologies.
- Video conferencing protocols.
- Modern computer and network operating systems, shells and interfaces.
- Principles of engineering, technical construction and protocols of integrated multimedia technology hardware and software as used in the classroom.
- Specifications, installation, use and routine maintenance of classroom instructional equipment.
- Managing equipment and resources for maximum availabilities.
- Scheduling work priorities, reviewing and evaluating the work of assigned personnel and student assistants.
- Basic systems analysis and design concepts.
- Information sources to remain current in the field of information technology.
- Pertinent federal, state, and local codes, laws, and regulations, including those related to routing of cable raceways and cables.

**Ability to:**

- Coordinate and direct instructional system support programs.
- Supervise, organize, and review the work of assigned staff.
- Select, train, and evaluate staff.
- Recommend and implement goals, objectives, policies and procedures for providing support in instructional technology and systems.
- Understand the organization and operation of the organization and of outside agencies as necessary to assume assigned responsibilities.

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Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.  
Prepare clear and concise reports.  
Participate in the preparation and administration of assigned budgets.  
Operate and troubleshoot a wide variety of instructional equipment and computers and network equipment.  
Data and audio/video communications design, planning, documentation and technical administration.  
Analyze technical data and problems.  
Design of technical infrastructure for the campus wide support of integrated instructional technology.  
Use of software for management of inventory, delivery systems, and documentation.  
Plan for future delivery systems/network development.  
Plan and organize work to meet changing priorities and deadlines.  
Effectively represent the department to outside individuals and agencies to accomplish the goals and objectives of the unit.  
Work cooperatively with other departments, College officials, and outside agencies.  
Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, College staff, or other agencies on sensitive issues in area of responsibility.  
Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**Minimum Education & Experience** - Any combination of the following would provide a typical way to obtain the required knowledge and abilities.

**Education/Training:**

A Bachelor's degree from an accredited college or university with major course work in computer science, information systems or a related field.

**Experience:**

Five years of responsible information systems experience related to area of assignment including one year of administrative and/or lead supervisory experience.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting with some travel among campus sites.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office and classroom setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

8/15/00; 11/15/05

Adopted by Board of Trustees on June 21, 2016

Effective: June 22, 2016

Job Family: Supervisory