EL CAMINO COLLEGE

JOB TITLE: NETWORK SUPPORT SUPERVISOR

Classification:	Supervisor	Retirement Type:	PERS*
Salary Range:	35	Board Approved:	May 17, 1999

BASIC FUNCTION:

Under the general supervision of the appropriate division manager, revise work processes to improve installation standards and overall service objectives; monitor performance statistics and provide training and education to technical staff; supervise staff and perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

The Network Support Supervisor is the senior technical expert within the District. The incumbent supports all computer operating and network systems required by the District.

REPRESENTATIVE DUTIES:

Provide end-to-end coordination of all network and operating systems' installation and maintenance efforts.

Plan and train staff in the installation and support of local and wide area networks.

Model and forecast WAN traffic to ensure sufficient capacity is in place to meet growth.

Manage network capacity plans and augment schedule to ensure defined capacity needs are met.

Define load guidelines for various network switching and routing equipment.

Recommend direction for network architecture based on traffic requirements and technological evolution.

Implement and/or modify procedures to support analysis.

Supervise and evaluate the work of others.

Provide detailed capacity reports to management as requested.

Assist in the capital planning and budgeting process.

Performs other related duties as assigned.

JOB QUALIFICATIONS:
Education and Experience:
Equivalent to an associate degree in a related field and four years of increasingly responsible operating systems/network support experience or eight years of information technology experience in a campus or similar environment. Supervisory or lead capacity experience is desirable.

OTHER QUALIFICATIONS:
Knowledge/Areas of Expertise:
Network security principles.
Network protocols and IP administration.
Operating systems including Ethernet, TCP/IP, UNIX and NT.
Cabling and distribution systems including twisted pair, fiber, ISDN and fiber.
Local and wide area networking technologies.
Internetworking equipment such as routers, bridges, switches and hubs.
Experience with routers and associated software.
Network test equipment including analyzers, wire testers and general test equipment.
Network management concepts such as central management and SNMP.
Communications software and attendant configuration parameters.

Abilities/Skills:
Design and implement major networks.
Establish, monitor and control implementation schedules.
Analyze trends in network performance and develop appropriate responses.
Monitor routers, hubs, switches and other important network resources.
Review performance reports; develop long range plans for ensuring appropriate network capacities.
Develop and maintain network operational procedures, records, documents and drawings.
Provide high-level technical support to divisional technicians and analysts.
Monitor network statistics and operation to ensure continuous and optimum performance.
Develop, administer and monitor network security system.
Communicate effectively orally and in writing.
Work cooperatively with others.
Train, supervise and evaluate assigned staff.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.