**GLENDALE COMMUNITY COLLEGE DISTRICT**                    **CLASS DESCRIPTION**

**SYSTEMS MANAGER**

## DEFINITION

Manages a large-scaled enterprise LAN/WAN network and server computing environment. Responsibilities include network infrastructure, server architecture, and enterprise network services.

## SUPERVISION RECEIVED AND EXERCISED

Supervision is received by the Director of Systems and Programming.

Supervises lower-level technical and administrative staff.

## EXAMPLES OF DUTIES

Designs, plans, implements, and maintains the college data network, voice, and video systems.

Manages ITS computer room including operating systems, hardware, physical configuration, environmental control systems, and security access systems.

Supervises server and network operations to ensure proper integration and optimal operating levels including installation, maintenance, repairs, fault management, error isolation, troubleshooting, and problem resolution.

Provides technical leadership and expertise in the installation, maintenance, and configuration of telecommunications equipment and systems.

Engages in activities to keep current with computer operating systems and network and telecommunication technology to proactively administer the college network and operating systems.

Provides technical leadership for overall server operating systems and network planning and architecture including design requirements, standards, system and network security, protocol, and capacity planning.

Plans, organizes, and supervises network and server operating systems and security and disaster recovery.

Oversees distributed processing systems including, but not limited to, network programming, telecommunication systems, maintenance of user accounts, network security, network backup and file maintenance activities.

Administers requests for equipment installation and other services related to servers, networks and telecommunications, writes specifications and designs, and prepares plans to install or modify network systems configurations.

Implements system software standards, upgrade procedures and maintenance activities to achieve the highest possible reliability, security, and accessibility of network systems and servers.

Serves on various committees and task forces related to Information and Technology Services.

## EXAMPLES OF DUTIES (continued)

Performs related duties as assigned.

## QUALIFICATIONS

### Knowledge of:

Computer operating systems, network and telecommunications concepts, applications, and installations in a multi-vendor and multi-protocol environment.

Internet and intranet infrastructure, Wide Area Networks (WANs), Local Area Networks (LANs), groupware, email, web services, voice and video-over IP and video, and RF based video distribution systems.

Network components including structured wiring, servers, work stations and peripherals, Network Interface Cards, hubs, routers, switches, multiplexers, bridges, and gateways.

Current developments and trends in the computer networking industry.

Supervision principles and practices.

### Ability to:

Apply sound troubleshooting procedures for computer operating systems, network, and telecommunications equipment.

Maintain a high-level of customer service.

Communicate effectively both orally and in writing. .

Establish and maintain cooperative and effective working relationships with members of the college community and with outside contacts, including vendors.

Supervise technical and administrative staff.

## EMPLOYMENT STANDARDS

### Minimum Requirements:

Bachelor's degree from an accredited college or university with a major in Management Information Systems, Computer Science, Computer Engineering or a related field such as Business Administration or Public which must include or be supplemented by at least 30 semester units in Computer Information Systems, Computer Science, or a closely related field.

Five years of experience in server and network management.

One year of experience supervising staff responsible for providing server network support services.

A Master's degree from an accredited college or university with a major in Computer Science, Business or a related field may substitute for two years of the required experience.

## EMPLOYMENT STANDARDS (continued)

### Desirable:

Microsoft and Cisco certification.

Prior experience working with the following systems/programs:

ERP systems (e.g. SAP, Oracle, PeopleSoft, Banner and Datatel)

Computer Operating Systems (e.g. Linux, Windows Server, UNIX)

Cisco IOS

Voice-Over IP (e.g. Cisco Call Manager)

Microsoft Active Directory, Windows Server, Exchange Server and SharePoint Server

Blade server technology

Virtualization technology (e.g.VMware, HPVM)

SAN administration (SCSI, Fiber-channel)

Large-scale server administration (e.g. HP Superdome, IBM System Z)

Client and server management system (e.g. Altiris, HP Insight Manager)