

## Chittenden Central Supervisory Union Job Description

<b>JOB TITLE:</b>	<b>Lead Network Administrator</b>
<b>FLSA STATUS:</b>	<b>Exempt</b>
<b>UPDATED:</b>	10/07/08

**POSITION OBJECTIVES:** To supervise, direct, coordinate and maintain local area computer network activities and end-user support services and personnel of the Chittenden Central Supervisory Union, Union #46 School District and Essex Junction School District to enhance the technology infrastructure in a 21<sup>st</sup> century framework to provide a robust, stable, scalable, and secure foundation that enables improved student learning and academic achievement through the utilization of technological tools, and to maximize administrative effectiveness and efficiency.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Manage systems infrastructure projects as assigned.
- Interviews and hires, trains, directs work, evaluates performance, addresses complaints and resolves problems of end user support specialists (including Help Desk Technical Assistant, Webmaster, VoIP Network Coordinator, and Microcomputer Specialists).
- Provide day-to-day administrative and maintenance tasks for the over 45 servers in the corporate network including but not limited to mail server, network printing, Internet access, connectivity to all sites, all NT/Windows 2000 Servers, Novell Servers, Linux, all Cisco routers and switches, etc.
- Provide wide-area network support (leased line, Internet, etc.) to users and remote locations.
- Develop working relationships with and effective use of outside vendors in supporting the corporate network environment. Evaluate products and services; create bid lists and subsequent purchase orders.
- Develop and maintain network operating systems release upgrade plan.
- Create and coordinate project plans; estimate the scope of project, determine resources needed, coordinate timeline with other staff, etc.
- Designs, specifies, configures, installs and maintains local area network hardware, software, and telecommunications services such as personal computers, system software, software applications, printers, servers, routers, bridges, switches, modems, cabling, and Internet service providers.
- Develops and implements policies and procedures related to network hardware and software acquisition, use, support security, and backup.
- Trains staff on software and equipment usage.
- Develops and communicates standards for use, operations, and security of network, personal computers, and data.
- Consults with department managers to develop system solutions consistent with organizational objectives.
- Negotiates contracts with and coordinates activities of hardware, software, telecommunications, support, and training vendors.

- Develops and implements disaster recovery procedures.
- Provide on-call support on a regular basis.
- Assist all IT staff as indicated by the Executive Director of Technology.

**SUPERVISION RECEIVED:**

Reports to and evaluated by the Executive Director of Technology

**SUPERVISORY RESPONSIBILITIES:**

Supervise, assign/direct and oversee the work of 10 to 15 full-time end-user support specialists (including Help Desk Technical Assistant, Webmaster, VoIP Network Coordinator, and Microcomputer Specialists); play the lead role in interviewing and hiring staff; coordinate the training of new employees; oversee, plan and issue daily work assignments; monitor work in progress and check completed work; ensure proper OSHA procedures are followed; play a lead role in handling employee complaints and grievances bringing unusual or difficult issues to the attention of the Executive Director of Technology; play the lead role in the evaluation of job performance.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, in addition to the following:

- Education and Experience. BA in Computer science or related field preferred; 3 to 5 years as a network administrator preferred, in a multi operating system environment, or a combination of education and experience from which comparable knowledge and skills are acquired. Minimum of 5 years supervisory experience.
- Certifications and Licenses. Certifications in Microsoft, Novell and/or Cisco required. Valid VT Driver's License also required.
- Language Skills. Intermediate. Ability to read, analyze and interpret documents such as professional journals, technical procedures, and operating and maintenance instructions. Ability to write routine reports and correspondence. Ability to effectively present information and respond to questions from groups of administrators, faculty, staff and students.
- Mathematical Skills. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Reasoning Ability/Mental Requirements. Ability to arrive at logical or rational decisions with regard for timing, feasibility, and consequences. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Communication & Interpersonal Skills. Ability to communicate courteously, efficiently and effectively with a variety of individuals, including students, faculty, administrators, and representatives of outside organizations both orally and in writing. Ability to work cooperatively and effectively with peers, subordinates, supervisors, students, and outside agencies.
- Others related skills. Demonstrated project leadership skills. Ability to plan and organize work to maximize productivity and meet deadlines. Ability to effect and influence others as a result of disposition, discretion, enthusiasm and sincerity. Ability to observe things that need to be done and initiate action. Willingness and ability to accept change.

Frequency	Code	Description
Sometimes	S	activity may exist sporadically, but not on a consistent basis.
Occasionally	O	activity exists on a consistent basis for less than 1/3 of the time
Frequently	F	activity exists from 1/3 of the time up to 2/3 of the time
Constantly	C	activity exists for 2/3 or more of the time
Not Applicable	NA	activity is not present in the position

**PHYSICAL EFFORT AND STRESS.** Employee must have the physical ability to perform the essential functions of the job as outlined above, in addition to the following (Indicate appropriate code from above):

	<i>Frequency Code</i>	<i>Essential</i>	<i>Not Essential</i>
SITTING	F	X	
STANDING	F	X	
WALKING	F	X	
SEEING	F	X	
HEARING	F	X	
TALKING	F	X	
DEXTERITY (hands/fingers)	F	X	
USE OF COMPUTERS AND EQUIPMENT	C	X	
LIFTING			
up to 10 lbs.	F	X	
10-25 lbs.	O	X	
25-50 lbs.	O	X	
50-100 lbs.	S		X
100+ lbs.	S		X
CARRYING			
up to 10 lbs.	F	X	
10-25 lbs.	F	X	
25-50 lbs.	O		X
50-100 lbs.	O		X
100+ lbs.	O		X
BENDING/STOOPING	F	X	
PUSHING/PULLING	F	X	
TWISTING	F	X	
CLIMBING	O	X	
BALANCING	F	X	
CROUCHING	F	X	
KNEELING	F	X	
CRAWLING	F	X	
REACHING (i.e., overhead)	F	X	
HANDLING	F	X	
DRIVING	O	X	
REPETITIVE MOVEMENTS (hands, feet)	F	X	
MANAGING STRESS	F	X	
RESOLVING CONFLICTS	O	X	

**WORKING CONDITIONS/ENVIRONMENTAL FACTORS:** All conditions common to a construction site for residential housing including, but not limited to, the following (Indicate appropriate code from above):

	<i>Frequency Code</i>
EXPOSURE (dust, dirt)	C
EXPOSURE (extreme heat – non-weather, flames)	S
EXPOSURE (extreme cold – non-weather)	S
EXPOSURE (fumes, odors)	S
EXPOSURE (viruses, infectious diseases)	S
EXPOSURE (water)	S
EXPOSURE (hazardous equipment)	S
EXPOSURE (chemicals, hazardous materials)	S
UNEVEN TERRAIN	S
OUTDOOR WEATHER CONDITIONS	S
VIBRATION/NOISE	F
HEIGHTS	O

This general outline illustrates the type of work, which characterizes the Job Classification. It is not an all-encompassing statement of the specific duties, responsibilities and qualifications of individual positions assigned to the classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.