

CONTRA COSTA COUNTY OFFICE OF EDUCATION

CLASS TITLE: MANAGER, TECHNOLOGY PROJECT

BASIC FUNCTION:

Under the direction of the Director II, Technology Systems, organize and direct operations and activities involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer and network systems, hardware, software and peripherals; design, develop, implement and conduct network and computer system installation, modification, maintenance and repair projects; train and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Organize and direct operations and activities involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer and network systems, hardware, software and peripherals; assure proper resolution of related technology problems and provide for system enhancements; establish and maintain installation, maintenance and repair priorities.

Design, develop, implement and conduct network and computer system installation, modification, maintenance and repair projects; organize and direct the planning, installation, configuration and upgrading of new and existing network systems including a variety of servers, routers, switches, cables, connectors, personal computers, printers and data communications devices.

Train and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; assign employee duties and review work to assure accuracy, completeness and compliance with established standards, requirements and procedures.

Organize, direct and participate in the investigation, troubleshooting, diagnosis and repair of peer-to-peer and client-server network and computer system, hardware, software and peripheral malfunctions; assure proper installation and updating of computer and server software and applications; monitor and analyze system performance to assure proper operations.

Monitor, update and assure smooth operation of the online help desk system and related user support functions to provide staff with assistance concerning computer and network operations, software applications and related malfunctions; supervise and participate in providing technical troubleshooting and information, determining type of request, diagnosing and providing solutions.

Configure and maintain network system security and servers; oversee and participate in a variety of network administration activities for Local Area Network, file and other network systems including establishing and maintaining user accounts, passwords, e-mail accounts, internet connectivity and back-ups; supervise the development and maintenance of SPAM and virus filters.

August 2005

Review and evaluate technology needs and determine material, labor, equipment and time requirements for projects; compile and prepare cost estimates; monitor progress of installation, maintenance and repair needs; review completed projects for accuracy and completeness.

Supervise and participate in the preparation and maintenance of various records, reports and files related to projects, hardware, software, licenses, network usage, access, help desk, personnel and assigned activities; develop, update and maintain procedure and equipment logs.

Assist in the development and preparation of the annual preliminary budget for computer and network systems; analyze and review budgetary and financial data; research, evaluate and recommend the purchase of computer and network hardware, software, systems and services.

Communicate with personnel, administrators and various outside agencies to exchange information, coordinate activities and resolve issues or concerns.

Operate a variety of computers, servers, analyzers and specialized software; drive a vehicle to conduct work.

Monitor system logs and performance and analyze trends to identify problems, malfunctions and opportunities for enhancement.

Prepare and develop procedural manuals and documents for network systems and emergencies.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Organization and direction of operations and activities involved in the installation, configuration, maintenance and repair of computer and network systems, hardware, software and peripherals.

Principles, methods and procedures of operating computers, networks and peripheral equipment.

System utilities and design and program applications.

Principles, practices, procedures, materials, methods and tools used in the installation, maintenance, troubleshooting, diagnosis and repair of computer and network systems.

Computer and network systems and software applications utilized by the County Office.

Applicable types of servers and network design.

Principles and techniques of systems and network analysis.

Applicable types of cabling systems, servers, hubs, routers and other related equipment.

Policies and objectives of assigned programs and activities.

Principles and practices of supervision and training.

Interpersonal skills using tact, patience and courtesy.

Oral and written communication skills.

Record-keeping and reporting techniques.

ABILITY TO:

Organize and direct operations and activities involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer and network systems, hardware, software and peripherals.

Design, develop, implement and conduct network and computer system installation, modification, maintenance and repair projects.

Train and evaluate the performance of assigned personnel.

Supervise and participate in the investigation, troubleshooting, diagnosis and repair of network and computer system, hardware, software and peripheral malfunctions

Monitor, update and assure smooth operation of the online help desk system and related user support functions.

Configure and maintain network system security and servers.

Operate computers and peripheral equipment properly and efficiently.

Plan and organize work.

Meet schedules and time lines.

Work independently with little direction.

Analyze situations accurately and adopt an effective course of action.

Communicate effectively both orally and in writing.

Oversee and participate in the preparation and maintenance of various records and reports.

Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in computer science or related field and three years increasingly responsible experience in the installation, maintenance and repair of computer and network systems.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor work environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information.

Seeing to read a variety of materials and view a computer monitor.

Sitting or standing for extended periods of time.

Lifting, carrying, pushing or pulling moderately heavy objects as assigned by the position.

Bending at the waist, kneeling or crouching.