

Colorado Mountain College Position Description

Title: Director of Network Services
FLSA Classification: Exempt
Hiring Salary Range: \$80,667 - \$89,631

Primary Responsibility

Under the general direction of the Executive Director of Information Technologies, the Director of Network Services provides leadership, vision, and direction in planning and delivering network services that have a direct impact on all aspects of Colorado Mountain College's technology infrastructure operations. The Director oversees the day-to-day support of all production platforms to ensure the availability, integrity, and confidentiality of the network, servers, telecommunications services, and information. The Director ensures that platforms are efficiently utilized and that all regulatory and compliance requirements are met for all platforms (to include, but not limited to PCI-DSS, federal and state security, and compliance regulations, etc.). The Director, working closely with the Executive Director of Information Technologies, also shares the duties of the institution's Information Security Officer (ISO).

Pre-requisites for Position (Qualifications Standards)

Education and experience necessary for the rigors of the position, such as an Associate's Degree and seven years of progressive experience in administering and operating networks, telecommunications, video, servers, storage, backup infrastructure, commercial and open-source software, information security, and infrastructure/operations engineering, or equivalent combination of education and experience necessary for the responsibilities of the position.

Expertise in switching, routing, network protocols, system administration, virtualization, Microsoft Windows platform, and VMware. Knowledge of cloud computing platforms and networking certifications such as Cisco Certified Network Associate (CCNA) / Cisco Certified Network Professional (CCNP) are preferred.

Applicants must demonstrate a commitment to working in a culturally competent environment and the ability to effectively work with students, employees, and community members having diverse backgrounds.

Bilingual (English/Spanish) or conversational language abilities may be preferred.

Essential Duties

1. Manages the operational activities of the CMC-wide Data / Voice / Video network, including design, installation, configuration, maintenance, and security.
2. Provides technical leadership and guidance to technical staff. Ensures compliance with policies and regulations, and that all issues are addressed and resolved.
3. Designs, configures, and maintains network infrastructure components; troubleshoots the network to diagnose system problems; identifies, locates, resolves, and repairs problems; installs and configures software upgrades, file sharing, and domain security protocols.
4. Analyzes network functions and evaluates the services provided; develops plans of action and recommendations; identifies milestones and issues to be addressed, and generates reports as required.
5. Monitors utilization trends, manages network performance, and assures maximum uptime; performs ongoing analysis, capacity planning, and technical tuning of the network systems to improve performance.
6. Plans, develops, and designs network management and maintenance projects, including policies and procedures, operational improvements, backup and archival files, and evaluates new technology integration.
7. Ensures security best practices are implemented and revised, as needed, to maintain the availability, integrity, and confidentiality of the information stored on and accessed through the network (firewalls, file rights, backup systems, account management, vulnerability testing, etc.)
8. Manages the full asset life cycle for enterprise IT infrastructure; develops and maintains a multi-year technology asset replacement / refresh plans within the area of responsibility.
9. Prepares and keeps current documentation on all managed systems, including disaster recovery plans.
10. Other duties as assigned.

Supervision Received

The position works under the general direction of the Executive Director of Information Technologies.

Supervisory Responsibility

This position supervises staff.

Special Conditions of Employment

Successful completion of a background screening including a Motor Vehicles Report is required. Incumbents in this position will adhere to all safety and compliance policies of Colorado Mountain College while performing all duties assigned.

Working Conditions

This position requires constant sitting, occasional walking, standing and driving; occasional handling objects, pushing/pulling; frequent reaching with hands/arms, and use of finger movements; occasional lifting, carrying, pushing or pulling objects up to 50 lbs; ordinary talking, hearing and full vision capabilities; and the ability to read/comprehend. Write, communicate orally, and reason and analyze constantly; and perform calculations occasionally. Work is performed using a computer and standard office equipment daily and driving a vehicle occasionally.

HR Reference Information:	
Position group and code:	464100/196210
Date of review:	06/27/2017; hiring range updated 01142019

110.98594.10

NOTE: This position description is intended to indicate the basic nature of positions allocated to this class and provide examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned. Employee may perform other related duties as required to meet the ongoing needs of the organization.