PCSB: 0289   FLSA: Exempt
Pay Grade: C09   Administrative

DIRECTOR, NETWORK AND TELECOMMUNICATIONS
REPORTS TO: Associate Superintendent, Technology Information Systems
SUPERVISES: Professional/Technical/Supervisory Staff Support Staff
QUALIFICATIONS: Bachelor's degree from an accredited college or university in Engineering Technology, Business Administration, Computer Science, Information Technology, or a technical related field, plus five (5) years professional experience, including two (2) years in a coordinating or supervisory capacity in the area of telecommunications. Eight (8) years of professional experience with the Pinellas County School Board may be considered an equivalent for the Bachelor's degree in Engineering Technology, Business Administration, Computer Science, Information Technology, or a technical related field. Deep understanding of network routing, switching, cellular and wireless systems; thorough knowledge of network protocols: HP, Cisco hardware and software experience.

MAJOR FUNCTION
Administrative position to provide leadership and technical expertise in the development and execution of strategic and tactical plans. Provide a high degree of technical skills regarding engineering and system design for the District's telecommunications and network operations. Problem solve and troubleshoot technical and operational issues and allocate appropriate resources. Present and effectively communicate project plans and statuses of departmental operations. Use interpersonal skills to lead and motivate a team while continuing to mentor and develop staff.

ESSENTIAL RESPONSIBILITIES

- Responsible for all network operations and service levels for data and voice networking equipment and software including PBX, Electronic Key Systems, large scale voice over IP systems and network processing devices.
- Develops annual goals and objectives for assigned areas of responsibilities.
- Develops and implements standards, procedures and processes for the network operations and telecommunications team.
- Plans and manages the support of new technologies (including wireless), network performance, and reliability.
- Defines and negotiates service level agreements.
- Oversees and coordinates the daily activities of the network and telecommunications operations team.
- Performs a coordination role with enterprise management, vendors and customers.
- Plans for human resources, equipment arrangements, electrical power and cable requirements for telecommunications and information processing equipment.
- Manages updates as it applies to Change Management and assures that each change to the enterprise is approved, documented, and executed.
- Insures all incidents, work orders, and service requests are completed, documented, and communicated based on metrics outlined.
- Collaborates with Capital Projects Manager, Facilities Department, and vendors/consultants regarding capital projects and infrastructure projects in planning, design, standards and construction of data, voice, and video network projects.

ESSENTIAL RESPONSIBILITIES
(Continued)

- Develops Requests of Proposals and bids with purchasing staff for large district procurements of end user equipment, network equipment, all telecommunications systems and services and continue to monitor spending authorities upon award; manage district procurement of all cell phones and GPS equipment for all schools and district sites.
- Develops and manages annual budgets for capital projects as per district-approved plans and maintains the software/hardware maintenance budgets for various services, applications and systems.
- Develops and designs appropriate technical standards for data, voice, and power upgrades with Facilities Design staff for systems in new schools, re-locatable classrooms, phased, remodel, and replacement projects and coordinates the installation and technology outfitting of these sites.
- Manages district E-rate funding program and contracts on an annual basis to enable the school district to receive eligible discounts on all telecommunication services, communication infrastructure, equipment and qualified projects within rules and regulations.
- Insures infrastructure hardware and software is updated according to supporting vendor. These updates provide a stable, salable, and reliable networking and security enterprise.
- Manages the security infrastructure and CIPA filtering to ensure the integrity of data information as it applies to School Board, State and Federal laws and guidelines.
- Reviews vendor services as they apply to the production environment.
- Coordinates and manages network and security projects.
- Manages project timelines so strategic milestones are achieved.
- Manages Service Level Agreement metrics between internal and external customers.
- Increases job knowledge through training opportunities and self-study.
- Mentors and coaches staff members so each individual can achieve career development.
- Supervises assigned personnel, conduct annual performance appraisals and make recommendations for appropriate employment action.
- Manages telecommunication's Tech Help tickets.
- Perform other incidental tasks consistent with the goals and objectives of this position.
- Performs other related duties as required.

TERMS OF EMPLOYMENT

Salary and benefits shall be paid consistent with the district's approved compensation plan. Length of the work year and hours of employment shall be established by the District.

Performance of the job will be evaluated in accordance with provisions of the School Board's policy on evaluation of personnel.

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities and duties required of those in this classification.

HISTORY OF JOB CLASSIFICATION

ISSUED: 2/94 DH; BOARD APPROVED: 4/13/94; REVISED (MQ's): 10/98 PBL; BOARD APPROVED: 10/13/98; REVISED TITLE, PG, MF, D&R: 1/08 AK; BOARD APPROVED: 2/12/08; REVISED MQ, MF, D&R; BOARD APPROVED: 07/30/19

DIRECTOR, NETWORK AND TLECOMMUNICATIONS

WORKING CONDITIONS & PHYSICAL EFFORT:	Seldom Or Never	Monthly	Weekly	Daily	Hourly
1. Lift objects weighing up to 20 pounds		X			
2. Lift objects weighing 21 to 50 pounds		X			
3. Lift objects weighing 51 to 100 pounds	X				
4. Lift objects weighing more than 100 pounds	X				
5. Carry objects weighing up to 20 pounds		X			
6. Carry objects weighing 21 to 50 pounds		X			
7. Carry objects weighing 51 to 100 pounds	X				
8. Carry objects weighing 100 pounds or more	X				
9. Standing up to one hour at a time				X	
10. Standing up to two hours at a time				X	
11. Standing for more than two hours at a time	X				
12. Stooping and bending		X			
13. Ability to reach and grasp objects				X	
14. Manual dexterity or fine motor skills					X
15. Color vision, the ability to identify and distinguish colors				X	
16. Ability to communicate orally					X
17. Ability to hear					X
18. Pushing or pulling carts or other such objects		X			
19. Proofreading and checking documents for accuracy					X
20. Using a keyboard to enter and transform words or data					X
21. Using a video display terminal					X
22. Working in a normal office environment with few physical discomforts					X
23. Working in an area that is somewhat uncomfortable due to drafts, noise, temperature variation, or other conditions	X				
24. Working in an area that is very uncomfortable due to extreme temperature, noise levels, or other conditions	X				
25. Working with equipment or performing procedures where carelessness would probably result in minor cuts, bruises or muscle pulls	X				
26. Operating automobile, vehicle, or van		X			
27. Other physical, mental or visual ability required by the job	X				

Director, Network and Telecommunications - ADM