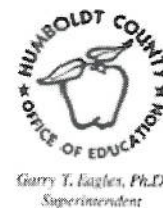


Humboldt County Office of Education
Assistant Director of Information Technology
Classified Management



Position Summary

Under the general direction of the Director of Information Technology, the Assistant Director performs a variety of leadership, management and specialized activities in the evaluation, planning, installation, configuration, administration, operation, maintenance, and repair of computing systems, server hardware, server software, desktop/laptop/tablet computers, printers, and local and wide area networks (LAN/WAN). Supervises and manages Technical HCOE/District Support Unit staff, Unit budgets and Project Management System. Provides support to Humboldt County Office of Education Department staff and School District personnel in solving complex system administration designs, identifying priorities, assessing security and performance issues and taking appropriate corrective action for mitigating systems issues. Diagnoses and resolves hardware and software problems. Writes and revises system documentation, security risks and exposures, and any necessary corrective actions. Coordinates with the HCOE E-Learning Specialist as the first point of contact for district infrastructure and instructional technology related needs. Provides leadership, training and professional development to district technology support staff utilizing accepted industry standards and best practices and does other related work as required.

Examples of Duties and Responsibilities

Participates as a member of HCOE's Leadership Team. Supervises, evaluates and directs the work of Computer Systems I and II staff positions. Manages Project Management System ensuring work orders, assignment of staff and billings are current and meeting customer and HCOE needs. Coordinates with HCOE E-Learning Specialist as the first point of contact for district staff requesting technology-related services and support from HCOE. Coordinates meetings and provides training to field based district technology support staff. Assists with installation and configuring server operating systems, Active Directory structure and administration and telecommunications systems administration and configuration. Administrates both hardware and software systems to optimal capacity; installs, maintains, troubleshoots and repairs telecommunications equipment, network equipment and peripherals; monitors servers, network performance and bandwidth utilization; installs cables necessary for computer system and networks. Installs, administrates and repairs wireless equipment; monitors and troubleshoots servers and network hardware to assure maximum network performance and reliability; monitors local and wide area network traffic to troubleshoot problems and prevent potential network issues; monitors remote devices attached to local and/or wide area networks accessing the county's various computer systems; troubleshoots and diagnoses hardware and software systems; sets up and ensures system administration and network security systems; provides technical assistance to end users in person and over the telephone; coordinates with users and other support service departments to determine appropriate courses of action.

Employment Standards

Education and Experience

Completion of four (4) year degree in MIS, Computer Science or related area and a minimum of four (4) years of increasingly responsible experience in an information processing environment involving computer networks, and telecommunication support. Experience of a similar nature may be substituted on a year-for-year basis for the four years of college.

Minimum experience criteria is as follows:

- Experience in Microsoft Active Directory and TCP/IP networks;
- Demonstrated experience relevant to providing user training;

- Experience in the installation and testing of network cabling systems, including: IEEE Standards based cabling,
- Demonstrated experience in preparing recommendations for Active Directory and network design and modifications, performs analytical studies in the formulation of long-term telecommunications plans;

Knowledge of:

- Local-, Wide-Area, and wireless Network technology;
- Various computer and network operating systems including, but not necessarily limited to, Macintosh, Windows and Windows Server Operating Systems;
- Customer service/support skills and effective management/supervisory /communication protocols.
- Information system processing concepts, theories, and capabilities;
- Various transfer and communications protocols;
- Telecommunication concepts, including the working knowledge of CSU/DSU, Routers, Switches, Ethernet 802.3;
- Wiring concepts such as; Ethernet IEEE Standards Cabling, and Fiber Optics;
- Systems Administration at an advanced level;
- Effective communication and supervision skills;
- English grammar, syntax, punctuation, and spelling.

Ability to:

- Work independently with little supervision and adapt to fast pace changing environments.
- Establish standards for the performance of staff within the unit and motivate assigned team members;
- Analyze and evaluate system or networking problems as well as data communication related problems and effectively implement solutions to those problems;
- Plan, design, and maintain existing and newly acquired computer systems and telecommunications networks;
- Read, interpret, and apply technical manuals and related documents;
- Meet the physical requirements necessary to safely and effectively perform assigned duties, including:
 - visual acuity sufficient to work at a computer screen frequently and throughout the day, near and far visual acuity, depth perception, color vision sufficient to recognize people, words, and numbers;
 - frequent standing, and occasional bending, stooping, kneeling;
 - occasional crawling in confined spaces in buildings;
 - lifting up to twenty-five (25) pounds frequently, fifty (50) pounds on an occasional basis, and in excess of fifty (50) pounds with assistance. The heavy objects to be lifted include personal computers, printers, and related equipment;
 - speaking and hearing ability sufficient to hear over phone and carry on routine conversations
 - see to read manuals, video display screens, and other related material; speak clearly; and
 - work collaboratively with others as a team leader and/or team member.

Additional Requirements

Individuals who serve as the Assistant Director of Information Technology provide services in the office, as well as in various sites throughout the county, sometimes serving multiple sites in a single workday. Public speaking skills, group problem solving, leadership ability, the ability to communicate effectively in writing, the capacity to maintain personal demeanor during periods of peak work flow, and perform efficiently within restricted time frames are critical factors for success in this position.

Classified Management; Class V