

## **IMPERIAL COMMUNITY COLLEGE**

### **TITLE: DIRECTOR OF ENTERPRISE SYSTEMS**

#### **BASIC FUNCTION:**

Under the direction of an assigned administrator, plan, organize and direct enterprise support and functions related to communication systems, network systems, and enterprise systems and servers; coordinate communications, projects, security functions, personnel, maintenance, repairs and information to meet support needs; supervise and evaluate the performance of assigned personnel.

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

Participate in the planning, design, upgrade, installation, configuration and modification of enterprise equipment; assist in development of network design including physical and logical layout; evaluate settings to assure optimal utilization of network resources; research, recommend and implement modifications to enhance operations and network services.

Manage, monitor and maintain network infrastructure, utilization, performance and security.

Develop, manage and monitor backup, disaster recovery, and business continuity plans.

Respond to inquiries and provide appropriate detailed and technical information in support of users.

Participate in the planning, development and implementation of projects; estimate time, materials and supply needs to complete assigned projects.

Manage the development and implementation of network utilization and enterprise systems policies and procedures.

Supervise and evaluate the performance of assigned personnel.

Develop and maintain visual representations and related documentation of the network architecture and design.

Research, evaluate, implement and provide recommendations concerning the purchase of new hardware and software; confer with vendors concerning product and pricing information; test software and applications to determine operational effectiveness and adaptability with current and future systems.

Manage and monitor systems, equipment, components and devices as assigned; inspect, troubleshoot, diagnose and resolve system problems and malfunctions.

Prepare and maintain various records and reports related to work orders, inventory, calendars, mileage, equipment, projects and assigned activities.

Communicate with personnel and various outside agencies to exchange information and resolve issues or concerns.

Attend and participate in various meetings, in-services and seminars as assigned.

Provide consultation and documentation on the use of enterprise systems.

Manage, monitor and maintain support models for helpdesk services related to network and enterprise systems.

Serve as the escalation point for major system or network problems.

Work with technical and non-technical parties to effectively communicate the issues relevant to the effective delivery of services.

Manage and maintain the collection of data.

Assist in the establishment of Service Level Agreements (SLAs). Monitor and evaluate performance based on approved SLAs.

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:****KNOWLEDGE OF:**

Management of the operations and activities involved in providing effective technical support.

Principles, theories and techniques of network design and implementation.

Networking equipment, including routers, firewalls and switches.

Server operating systems and enterprise applications.

IP-Based communication systems.

LAN and WAN usage, implementation and network terminology.

Principles, practices, procedures, materials, methods and tools used in the installation, maintenance, and monitoring of network equipment.

Enterprise systems and products (e.g. MS Exchange, VoIP, VMWare).

Server administration, including hardware, software, and storage.

Security and intrusion detection best practices.

Enterprise system backup, disaster recovery, and business continuity strategies.

Network communication protocols and topologies to include but not limited to: TCP/IP, Ethernet, routing protocols (EIGRP, RIP, OSPF, BGP) and others.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

**KNOWLEDGE AND ABILITIES: (continued)**

**ABILITY TO:**

- Direct the investigation, troubleshooting, diagnosis and repair of network system malfunctions.
- Inspect projects for accuracy, completeness and compliance with established requirements.
- Supervise and evaluate the performance of assigned personnel.
- Install, configure and manage server operating systems and network services (DHCP, DNS, proxy, etc.).
- Configure and manage server storage systems and data archiving devices.
- Configure and manage modern phone communication systems.
- Implement and manage Quality of Service (QoS) and multicast for voice and video over a network.
- Configure, implement and manage enterprise hardware and software.
- Manage configuration changes to routers, firewalls and switches.
- Manage and support streaming on network devices (Multicast, unicast, and archive).
- Configure, install, and support LAN/WAN equipment.
- Coordinate and manage software updates/patches for equipment and servers.
- Work directly with customers in a professional and courteous manner, with excellent communication and interpersonal skills.
- Work with vendors and technical support organizations to coordinate troubleshooting process for all related issues in a timely manner.
- Monitor and provide utilization records.
- Provide direct support for technical services.
- Manage trouble tickets and reporting.
- Assist program staff with technical design, setup, and utilization of services.
- Analyze situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Operate a computer and assigned office equipment.
- Meet schedules and timelines.
- Work independently with little direction.
- Plan and organize work.
- Prepare comprehensive narrative and statistical reports.
- Direct the maintenance of a variety of reports, records and files related to assigned activities.

**EDUCATION AND EXPERIENCE:** Any combination equivalent to: College coursework, four years experience in the installation, maintenance, and repair of network hardware, software and peripherals including work with enterprise systems, and demonstrated experience managing complex projects and/or technical staff positions.

Technical certifications in network and system administration preferred.

**LICENSES AND OTHER REQUIREMENTS:** Valid driver's license.

**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 view a computer monitor to read a variety of materials.

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.