

## **Killeen Independent School District Job Description**

**Job Title:** Network Manager  
**Reports to:** Director of Information Technology  
**Pay Grade:** AM6

### **SUMMARY**

Manages and coordinates strategies for designing, deploying, and maintaining the district's LAN, WAN, Voice System, Audio/Visual, Physical Security, Intercom, and Radio infrastructure. Responsible for the planning, implementation, ongoing maintenance, and support of the district's wired and wireless LAN, WAN, Voice System, Audio/Visual, Physical Security, Intercom and Radio infrastructure.

Responsible for general infrastructure support including project management, operation, expansion, and maintenance of various network-based communication systems.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

### **Infrastructure Management, Strategy & Planning**

#### **Wireless LAN and Radio System**

Manages and oversees wireless and handheld radio technicians which provides 3<sup>rd</sup> tier support for the enterprise network.

Responsible for the designing and planning of the district's wireless infrastructure which includes access points, wireless controllers, and the two-way handheld radio system.

#### **Wired LAN, Voice System, Physical Security, Audio/Visual, and Intercom System**

Responsible for infrastructure design and capacity planning for the enterprise infrastructure components which include wired network, voice system, physical security, audio/visual devices, and intercom system.

Develops, implements, and maintains policies, procedures and associated training plans for network resource administration, appropriate use, and disaster recovery.

Responsible for documentation as it relates to the enterprise infrastructure to include configuration, mapping, checklists, procedures, and service records.

Develops and maintains an enterprise-wide disaster recovery plan to ensure timely and effective restoration of IT infrastructure services in the event of a disaster.

Develops, implements, and maintains policies for infrastructure asset management, including maintenance of component inventory, related documentation, and technical specifications information.

Manages and collaborates with team members in development of business continuity and disaster recovery plans and maintains current knowledge of plan executables. Responds to emergency outages in accordance with business continuity and disaster recovery plans.

Prepares and ensures accuracy of documentation, procedures manuals, and help sheets for network installations, including data, voice, physical security, and audio/visual systems.

### **Infrastructure Acquisition & Deployment**

Designs and deploys district LANs, WANSs, and wireless networks, including routers, switches,

Uninterruptible Power Supplies, and other hardware including physical security.

Evaluates, recommends, and conducts research on enterprise infrastructure products, services, protocols, and standards to remain abreast of developments in the infrastructure technology industry.

Plans and implements any improvement, modification, upgrades, or replacement of network infrastructure components in accordance with published maintenance windows.

Establishes and maintains connectivity and uptime service level agreements as established in the district.

Plans, leads, organizes the development and implementation of infrastructure projects and new technology installations.

### **Infrastructure Operational Management**

Ensures technicians and engineers configures networks to ensure their smooth and reliable operation for fulfilling business objectives and processes.

Monitors network performance and troubleshoots problem area as needed across the organization's LANs, WANs, and wireless deployments.

Ensures network connectivity of all servers, workstations, VoIP equipment, and other network appliances.

Responsible for infrastructure asset management, including maintenance of all related component inventory, and related documentation and technical specifications information.

Monitors and tests network performance and provides network performance statistics and reports.

Manages and coordinates all network infrastructure equipment upgrades according to published district maintenance windows.

Liaises with and provides training and support to help desk support staff on network issues.

Conducts and coordinates testing and development disaster recovery plans to detect faults, minimize malfunctions, and backup systems.

Will be an active participant in Killeen ISD technology incident responses and situations.

Maintains technology security focus and proficiency.

Assist in the development of the department's annual budget.

Regularly reviews and updates technology incident response plans as technology changes.

Responsible for maintenance and daily operations of supporting physical security and audio/visual components.

Performs other duties as assigned.

### **EDUCATION and/or EXPERIENCE**

Bachelor's or Associates degree in Computer Science or related and/or 5 years minimum experience implementing and maintaining a Cisco network and a Cisco certification. Experience with network planning and design, troubleshooting, and design experience for both wired and wireless infrastructures, Quality of Service, ACL's, routing protocols to include BGP, EIGRP, and IP Multicast, Cisco IOS and NXOS, preferred. Thorough knowledge of network management tools and network configuration managements tools (Prime).

## **SUPERVISORY RESPONSIBILITIES**

Responsible for organizational development including personnel recruiting, personnel management, goal setting, training, coaching, and mentoring.

## **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

## **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interests, commissions, proportions, percentages, area, circumferences and volume. Ability to apply concepts of basic algebra and geometry.

## **REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

## **OTHER KNOWLEDGE, SKILLS AND ABILITIES**

Knowledgeable in LAN/WAN wired and wireless infrastructure management and maintenance techniques, documentation standards, performance monitoring and routing/switching troubleshooting techniques. Knowledgeable of enterprise-based wireless components to include Wireless Access Controllers, Wireless Access Points and wired network support infrastructure requirements. Thorough knowledge of network management tools and network configuration management tools (Prime).

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk, use hands, handle, feel, climb and balance. The employee is occasionally required to sit, reach with hands or arms, and stoop, kneel, crouch or crawl. The employee must regularly lift and carry (up to 44 pounds) and occasionally lift and carry (45 pounds and over).

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative to those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions. The noise level in the work environment is usually quiet.

**Revised Date:** March 7, 2023

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required.