



CAJON VALLEY UNION SCHOOL DISTRICT PERSONNEL COMMISSION

Job Class Description

<u>COMPUTER/NETWORK SERVICES SUPERVISOR</u>			
DEPARTMENT/SITE:	Information Technology Department	SALARY SCHEDULE:	Supervisors'
		SALARY RANGE:	08
		WORK YEAR:	12 Months (260 Days)
REPORTS TO:	Chief Technology Officer or assigned designee	FLSA:	Non-Exempt

BASIC FUNCTION:

Organize and direct operations and activities related to the installation, configuration, maintenance, troubleshooting, diagnosis, and repair of computer hardware, software, peripherals, and network systems; oversee and participate in the planning, design, setup, development, and modification of computer and network systems; train and evaluate the performance of assigned personnel. The incumbents in this classification assist in providing students and staff with reliable computer and internet accessibility which directly supports student learning.

ESSENTIAL FUNCTIONS, DUTIES, AND TASKS:

The following list of functions, duties, and tasks is typical for this classification. Incumbents may not perform all the listed duties and/or may be required to perform other closely related or department-specific functions, duties, and tasks from those set forth below to address business needs and changing business practices.

Organize and supervise operations and activities related to the installation, configuration, maintenance, troubleshooting, diagnosis, and repair of computer hardware, software, peripherals, and network systems; prioritize installation, maintenance, and repair needs; coordinate project assignments and establish timelines.

Oversee and participate in the planning, design, set-up, development, and modification of computer and network systems; supervise the design, installation, operation, maintenance, and repair of Local Area Networks (LANs) and Wide Area Networks (WANs); ensure proper installation of server and workstation software and test applications to ensure proper operation.

Train and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination, and disciplinary actions; assign employee duties and review work to ensure accuracy and completeness; schedule staff to meet technology needs, priorities, and timelines.

Oversee the installation, configuration, upgrading, and operation of a variety of hardware, software, and equipment including cabling, servers, hubs, routers, switches, and applications to enhance and ensure proper operation of assigned computer systems; set up new printers, mobile devices, and Chromebooks; install and set up security software and ensure proper operation of software.

Provide consultation concerning computer systems, equipment, and malfunctions; provide technical troubleshooting, determine the type of request, diagnose, and provide solutions; provide information concerning related practices and procedures.

Coordinate communications and information between other departments to meet computer hardware, software, peripheral, and network system needs; assist users in the proper use of their equipment; provide training for end users in various software applications.

Transfer or migrate user data; back up user data onto an external hard drive or connect old computers to new computers to transfer data via firewire cable; ensure users have access to data.

Operate a variety of technical equipment including testers, meters, analyzers, and a variety of hand and power tools; drive a vehicle to conduct work.

Communicate with school sites to exchange information, coordinate activities and programs, and resolve issues or concerns.

Prepare and maintain a variety of records and reports related to projects, help desk tickets, equipment, systems, personnel, financial activity, and assigned duties.

Repair wireless issues including no connectivity, slow internet, error messages, and other issues.

Activate drops as needed for computers to access the network according to established procedures.

Attend and conduct a variety of meetings as assigned.

Perform classification-related duties as assigned for ensuring the efficient and effective functioning of the work unit and the District, including various mandatory District trainings.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Organization and supervision of operations and activities related to the installation, configuration, maintenance, troubleshooting, diagnosis, and repair of computer hardware, software, peripherals, and network systems.

Principles, methods, and procedures of operating computers, networks, and peripheral equipment.

Policies and objectives of assigned programs and activities.

System utilities and design and program applications.

Materials, methods, and tools used in the operation and repair of computer systems.

Principles, theories, and techniques of LAN and WAN design.

Advanced knowledge of software programs.

Principles and techniques of systems and network analysis.

Computer hardware systems and software applications utilized.

Principles and practices of supervision and training.

Record-keeping and report preparation techniques.

Interpersonal skills using tact, patience, and courtesy.

Principles and practices of customer service.

Technical aspects of field of specialty.

Correct English usage, spelling, grammar, and punctuation.

Basic math, including calculations using fractions, percentages, and/or ratios.

ABILITY TO:

Organize and direct operations and activities related to the installation, configuration, maintenance, troubleshooting, diagnosis, and repair of computer hardware, software, peripherals, and network systems. Oversee and participate in the planning, design, set-up, development, and modification of computer and network systems.

Interview, select, train, supervise, and evaluate the performance of assigned personnel.

Prioritize installation, maintenance, and repair needs.

Supervise the design, installation, operation, maintenance, and repair of LANs and WANs.

Ensure proper installation of server and workstation software.

Ensure quality customer service is provided.

Research and establish communication with existing networks on the Internet.

Organize, establish, and maintain a data management, storage, and retrieval system.

Provide consultation to personnel and others concerning computer systems, equipment, and malfunctions.

Maintain current knowledge of technological advances in the field.

Plan and organize work.

Meet schedules and timelines.

Work effectively, both independently and as a member of a team.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Consider a variety of factors when using equipment.

Maintain records and prepare reports.

Adhere to safety practices.

EDUCATION AND EXPERIENCE:

Any combination equivalent to graduation from high school or equivalent and five (5) years of increasingly responsible experience in network and computer peripherals installation, maintenance, and repair activities, including one (1) year of experience in a lead capacity.

LICENSES AND OTHER REQUIREMENTS:

Must possess a Valid California driver's license and the ability to maintain qualification for District vehicle insurance coverage.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor office environment and outdoors in the field, subject to weather conditions.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard and equipment.

Hearing and speaking to exchange information in person and on the telephone.

Seeing to read a variety of materials and view a computer monitor.

Sitting or standing for extended periods of time.

Bending at the waist, kneeling, or crouching.

Reaching overhead, above the shoulders, and horizontally.

Lifting, carrying, pushing, or pulling up to 50 pounds and occasionally lifting and/or moving up to 100 pounds.

HAZARDS:

Traffic hazards

CLEARANCES:

Criminal Justice Fingerprint / Background

Tuberculosis

Pre-placement Physical and Drug Screen

JOB CLASS HISTORY

Approved: New Class, G.B. 02/22/05; PC: 02/24/05; 03/15 Reallocated from Range 6 (Ewing)

Revised: 11/24 (EH&A / MGT Consulting) / GB: 05/13/2025; PC 03/27/2025