



POSITION DESCRIPTION

Position Title: Manager, Network Operations **Division:** Information & Technology Services

Classification: Information Technologist 4 **Supervisor's Title:** Chief Information Officer

POSITION SUMMARY

Reporting to the Chief Information Officer (CIO), the Manager, Network Operations, is a key member of the technology leadership team who is responsible for providing leadership to our Network Services/Operations team. This unit is responsible for the planning, installing, configuring and maintaining computer network hardware and software. This position is also responsible for the security of the information systems and ensuring alignment with best practices and any regulatory requirements.

This position supervises technical staff (System Administrators), who are responsible for maintaining and upgrading the network/servers and cloud infrastructure used by Assiniboine College. This position also is a hands-on manager and should maintain a level of technical proficiency to assist and mentor the System Administrators and IT Technicians.

The Manager, Network Operations directly supervises the personnel in the unit, including performance planning/assessments, training plans, assisting the CIO with staffing level forecasting and rightsizing, and is responsible for recruitment and hiring decisions. The Manager, Network Operations, is responsible for planning budgets and tracking budgets vs actuals for the IT Network Operations team.

This position requires thorough knowledge of network operating systems, database systems, computer systems, software and hardware, cloud computing, IOT/OT, and networks.

Strong team building, motivational, and leadership skills are essential to the success of this position. A strong communicator with an understanding of vendor relationship management, contract negotiation, and budgeting are also crucial to success in this role.

RESPONSIBILITIES AND ACCOUNTABILITIES

Primary:

Leadership of the Network Operations/Services team

- Supervise staff within the department to ensure optimization of resources in a manner that aligns the department with institutional objectives.
- Ensure responsibilities and duties of direct reports and carried out by providing regular and timely performance feedback and assessments.
- Identify areas requiring skillset development and ensure staff are provided opportunities to develop the necessary skills to succeed in their roles.
- Advise the CIO on staffing level forecasting, being responsible for the recruitment, selection, and retention of direct reports.
- Create policies or standard operating procedures where needed, and communicate with the college community about upcoming projects, challenges, and opportunities.

- Analyze trends and recurring issues, identify opportunities for proactive fixes and new innovation, training for staff, and automation.
- Act as the final decision maker in equipment lifecycle decisions, from assessment, to proof of concept, procurement, retirement, and maintenance throughout the software and hardware equipment lifecycle.
- Manage the Network Operations project portfolio, prioritizing and leading projects from initial requirements gathering, to scope and charter creation, scheduling, to managing the project throughout the lifecycle.
- Yearly and multi-year budgetary management, ensuring optimal use of resources and funds. This includes capital and operating budgets which require careful planning and following procurement policies and procedures and tracking budgets vs actuals.

Plan and implement upgrades to the college network and servers

- Develop Network plan for the College that takes into account the needs of all programs, locations and departments
- Ensure technical changes fit with Network Plan.
- Co-ordinate changes within the Network and servers; give direction to staff within the department to facilitate the implementation of the plan
- Ensure changes are done in a way that maintains the security and reliability of the network and servers
- Install and/or configure computer hardware, software, security cameras, PA systems, phones, electronic door locks and other networked devices to implement network upgrades
- Ensure network/server changes provide the necessary infrastructure to support critical systems such as security cameras, phones and emergency response systems
- Maintain proper documentation of all changes

Maintain College network and servers

- Develop maintenance and disaster recovery plans to ensure continued security and reliability of the College network and servers
- Direct staff within the department in the implementation of the maintenance and recovery plans
- Ensure all important College data is backed up in a manner that fits with day-to-day data recovery needs of the College and the disaster recovery plan
- Establish procedures to maintain the integrity of the College network and servers through proper network account and password maintenance
- Install software and firmware updates on College systems in order to maintain the security of the network and servers
- Ensure that anti-malware software, firewalls, anti-spam devices and other hardware and/or software is configured correctly and maintained properly to provide protection to the network from electronic threats
- Adjust and/or re-configure software and hardware as needed to maintain the performance of the network and servers
- Ensure maintenance plans consider critical College infrastructure such as security cameras, phones and emergency response systems
- Maintain proper documentation of all procedures

Solve network and server Problems

- Troubleshoot and repair problems with network hardware and software
- Act as an escalation resource for other staff within the department
- Prioritise network/server repairs based on the scope and severity of the problems
- Ensure problems with critical College infrastructure, such as emergency response systems and security cameras, are given top priority to ensure the well-being of staff and students
- Provide direction to staff within the department on correct troubleshooting and repair procedures
- Ensure solutions to problems are documented to facilitate quicker troubleshooting in the future

Secondary:

Provide Training to College staff

- Identify training objectives and goals for division staff that need training on updated portions of the network and servers/systems.
- Develop training schedules, practices and procedures for cross-training department staff.
- Train other staff and show staff how to do tasks as needed.
- Give advice and guidance on work procedures.

Research Computer Technology

- Maintain a high knowledge level by researching computer technology trends and keeping up to date with what is new.
- Maintain awareness of prevalent and emerging electronic threats
- Continually re-evaluate the College network/server plan and design based on emerging technology trends
- Ensure staff are aware of important technological developments so the College can continue to take a leadership role in technology-based education

Other

- Respond to users requests for expertise and recommendations related to technical projects by clearly identifying issues, wants and needs, referring users to senior division staff as appropriate.
- Maintain contact with organizations and individuals outside the College that can provide insight into the technological needs of educational institutions
- Identify priority upgrades and assist with the budgeting and procurement of technology solutions
- Supervise ITS technicians during project rollouts, setup of new systems and services, and new site setups (rotating rural sites)

KEY RELATIONSHIPS (attach relevant organizational chart(s))

Staff Positions Directly Supervised	4	
Staff Positions Indirectly Supervised	0	

Other Key Relationships:

ITS technicians, internal and external stakeholders, vendors. Various college committees and steering groups.

KNOWLEDGE, SKILLS, ABILITIES, OTHER

Individual must have a degree or diploma in Computer Science or Network Administration, or related fields supplemented with 5 or more years of related leadership and technical experience.

This position requires extensive knowledge of a wide variety of computer hardware and software. Extensive knowledge of computer networking theory, communications protocols and interoperability standards is also essential. Knowledge of how technology is applicable to and implemented in educational institutions is desirable.

This position also require the practical skills of implementing, installing and configuring computer hardware and software in large networks.

OTHER COMMENTS

The incumbent must be able to work in an environment that includes broad participation with all Divisions for the upgrading and maintenance of College systems. The position requires good organisational, analytical and research skills. The incumbent should be able to set priorities and assign tasks that need to be done to ensure the smooth functioning of College systems. They must have a broad understanding of the network and servers at the user level

and can communicate their knowledge to users. The incumbent must be aware of and follow current security practices, both software and physical.

Although the incumbent is not required to be on call, there will times when overtime is necessary and occasionally situations will arise where work must be done on holidays and/or at any and all hours of the day.

The phrase "network hardware and software" is used throughout this document to mean not only computer hardware and software, but all devices and software the connects to the network, including phones, security cameras, printers, PA systems, electronic door locks, switches, routers, network appliances and wireless network systems.

Employee's Signature

Date

Supervisor's Signature

Date