Network Operations Manager

Position Details

Class Code: 1571
Job Family: Information Systems
Classification: Support Professional
Terms of Employment: [Pay Grade 64 on the Support Professional Salary Schedule](#)
FLSA STATUS: NON-EXEMPT

Position Summary

Under direction, responsible for maintenance and support of the wired and wireless Clark County School District (CCSD) wide area network (WAN) and local area network (LAN) infrastructures. Contributes to the design of the CCSD WAN and LAN; works with service providers to ensure WAN connectivity and outage support.

Essential Duties and Responsibilities

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Assigns, supervises, and evaluates assigned staff.
2. Prepares work schedules, supervises, and provides input into the evaluation of assigned staff.
3. Performs operations, maintenance, and repair of network WAN and LAN equipment.
4. Assists in the design and implementation of effective network technology infrastructure and integration models for schools and departments.
5. Designs LAN and WAN systems.
6. Provides training and mentoring for technical processes, work procedures, and usage and support of tools and utilities for assigned staff.
7. Assists in diagnosing network communications equipment malfunctions and coordinating and implementing repair activities.

8. Oversees benchmark testing of network technology infrastructure hardware and software.
9. Assists in the development of software and hardware disaster recovery plans for network communications equipment.
10. Supervises the maintenance, updates, and patching of all network WAN and LAN infrastructure equipment districtwide by assigned staff.
11. Monitors and prepares required reports throughout the implementation of projects.
12. Researches and directs the research of equipment needs to ensure a sustainable network communications infrastructure.
13. Researches, evaluates, designs, and recommends the acquisition of new and emerging technology hardware and software to support network communications.
14. Surveys and evaluates network schematics and design to ensure consistent communications are available districtwide.
15. Monitors the design, evaluation, and management of the engineering and monitoring of the network WAN/LAN communications infrastructure.
16. Conforms to network security standards, as prescribed.
17. Attends and directs staff to attend conferences, seminars, and trade shows to keep abreast of evolving technologies in network communications technology.
18. Provides technical leadership and problem-solving skills for difficult situations, as directed.
19. Conforms to safety standards, as prescribed.
20. Performs other tasks related to the position, as assigned.

Distinguishing Characteristics

Involves the development and implementation of network support procedures; supervises and participates in the analysis, installation, upgrading, and monitoring of the network WAN and LAN infrastructure, including but not limited to, hardware, software, intrusion detection devices, and associated systems.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of and experience configuring network technology infrastructure components and related hardware, software, and cabling.

2. Knowledge of network technology infrastructure installation practices and techniques.
3. Knowledge of network technology infrastructure equipment and systems.
4. Knowledge of Transmission Control Protocol/Internet Protocol (TCP/IP) networking technologies, protocols, and troubleshooting.
5. Knowledge of network communication systems and operations.
6. Knowledge of cabling, termination, installation, troubleshooting, and repair to include Category 5 (CAT5) and Category 6 (CAT6) technologies.
7. Knowledge of fiber optic cabling, termination, installation, and repair to include single-mode and multimode.
8. Knowledge of the installation, configuration, troubleshooting, and repair of Uninterruptible Power Systems (UPS) supporting network technology infrastructure equipment.
9. Knowledge of network technology infrastructure security systems and techniques.
10. Knowledge of and experience with principles and practices of employee supervision, work planning, organization, training, performance review and evaluation.
11. Ability to conduct network technology infrastructure systems and procedures analyses and make recommendations for enhancements and upgrades.
12. Ability to prepare clear and concise reports, documentation, and other written materials; maintain organized and accurate reports of work performed; and assist in the development of training materials and programs.
13. Ability to supervise and manage assigned technical staff.
14. Ability to explain complex technical processes and procedures in easy to understand terminology.
15. Ability to plan and organize work.
16. Ability to coordinate multiple projects and meet predetermined deadlines.
17. Ability to read and interpret complex materials.
18. Ability to analyze specifications of network technology infrastructure equipment and components.
19. Ability to debug network technologies.
20. Ability to develop detailed network equipment specifications and requirements.
21. Ability to maintain current knowledge of network infrastructure technology techniques and practices.
22. Ability to work flexible hours and shifts.
23. Ability to work cooperatively with employees, departments, vendors, and the public.
24. Ability to exercise judgment with established procedural guidelines.

25. Ability to recognize and report hazards and apply safe work methods.
26. Possess physical and mental stamina commensurate with the responsibilities of the position.

Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent (General Educational Development [GED], foreign equivalency, etc.).
2. Bachelor of Science degree in computer science, networking, Internet communications, or related fields; or,
   Two (2) years of college (60 college credits) with a focus in computer science, networking, Internet communications, or related fields; plus, two (2) years of work experience in progressively detailed technical support activities directly related to network communications and supporting fields; or,
   Four (4) years of work experience in progressively detailed technical support activities directly related to network communications and supporting fields.
3. An additional four (4) years' experience in progressively detailed technical support activities directly related to network communications and supporting fields.

Licenses and Certifications

1. Industry standard certifications in networking communications are desired.
2. Applicant/employee must be able to provide their own transportation.

Preferred Qualifications

1. Supervisory experience.
2. Bachelor's degree in computer science, networking, Internet communications or related field.

Document(s) Required at Time of Application

1. High school transcript or other equivalent (GED, foreign equivalency, etc.).
2. College transcript(s) from an accredited college or university, if applicable.
3. Specific documented evidence of training and experience to satisfy qualifications.

Examples of Assigned Work Areas

CCSD Networking Services Department, travel to/from schools and other CCSD office settings.

Work Environment

Strength

Medium/heavy - exert force of 50-100 lbs., occasionally; 25-50 lbs., frequently; 10-25 lbs., constantly.

Physical Demand

Frequent sitting, standing, walking, pushing, pulling, stopping, kneeling, climbing, crouching, reaching, handling, and repetitive fine motor activities. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Vision: Frequent near and far acuity, and color vision. Vision to read printed and online materials, Video Display Terminal screens, or other monitoring devices.

Environmental Conditions

Climate-controlled office setting with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards

Furniture, office equipment, communicable diseases, chemicals, and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

Examples of Equipment/Supplies Used to Perform Tasks

Computers, printers, modems, telephones, fax machines, copiers, digital multi-meters, data system and communication test equipment, hand and power tools, etc.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Revised: 04/23/25
- Created: 10/13/23