

Internet Operations Manager

Position Details

Class Code: 1438

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 general direction, installs, repairs, and maintains the Internet communication networks serving the Clark County School District. This position functions to program and configure advanced Internet communications hardware/software applications.

Essential Duties and Responsibilities

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

1. Performs maintenance, repair, and operations of Internet communications equipment, firewalls, domain name systems (DNS), logging servers, computer systems, routers/switches, virtual private network (VPN), and integrated servers/software platforms.
2. Participates in the development of Internet communications equipment and operating software specifications for new Internet-related systems.
3. Assists in the planning and implementation of computer hardware and system software installation/upgrades.
4. Assists in diagnosing Internet communications equipment malfunctions, and coordinating/implementing repair activities.
5. Assists in the preparation of technical department budget recommendations.

6. Assists in the development of software/hardware disaster recovery plans for Internet communications equipment and computer systems.
7. Supervises the maintenance, updates, and patching of all Internet communications equipment infrastructure districtwide by District or contracted staff.
8. Supervises/assists in the installation, repair, and operation of all Internet communications equipment hardware components by District or contracted staff.
9. Monitors and prepares required reports throughout the implementation of projects.
10. Researches and directs the research of equipment needs to ensure a sustainable Internet communications infrastructure.
11. Researches, evaluates, designs, and recommends the acquisition of new/emerging technology, including hardware and software to be used to assist in Internet communications.
12. Attends and directs staff to attend conferences, seminars, and trade shows to keep abreast of changing technologies in Internet communications technology.
13. Prepares required facility and operation reports.
14. Surveys/evaluates network schematics and design to ensure consistent Internet communications are available districtwide.
15. Monitors the design, evaluation, and management of the engineering/monitoring of the Internet communications infrastructure.
16. Maintains accurate documentation of information required by the Children's Internet Protection Act (CIPA), Health Insurance Portability and Accountability Act (HIPAA), Family Educational Rights and Privacy Act (FERPA), and any other Federal/State guidelines.
17. Prepares work schedules, trains, supervises, and provides input into the evaluation of assigned staff.
18. Conforms to Internet security standards, as prescribed.
19. Performs other tasks related to the position, as assigned.

Distinguishing Characteristics

Involves development and implementation of Internet support procedures; supervises/participates in the analysis, installation, upgrading, and monitoring of the Internet communications infrastructure, including but not limited to firewall systems, VPN systems, content filtering, hardware and software, intrusion detection devices, and associated systems.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of project management principles and practices.
2. Knowledge of local and wide area computer network technology.
3. Knowledge of Intrusion Prevention and Detection Systems.
4. Knowledge of operating systems and applications.
5. Knowledge of firewall technology.
6. Knowledge of Advanced Threat Protection (ATP).
7. Ability to configure object-based firewalls.
8. Ability to read schematics.
9. Ability to read, interpret, and apply US-CERT alerts and advisory information to systems.
10. Ability to analyze electronic data process (EDP) systems specifications for all computer systems.
11. Ability to operate and maintain Internet communications hardware and software from multiple vendors.
12. Ability to interpret financial and budget issues.
13. Ability to prepare and write grants.
14. Ability to work cooperatively with employees, other agencies, vendors, and the public.
15. Ability to recognize and report hazards and apply safe work methods.
16. 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 (i.e., General Educational Development (GED), foreign equivalency, etc.).
2. Bachelor of Science degree in computer science, networking, Internet communications, or related fields; and, four (4) of work experience in progressively detailed technical support activities directly related to Internet communications or networking technology fields; or,

Two (2) years of college with a focus in computer science, networking, Internet communications, or related fields; plus, six (6) years of work experience in progressively detailed technical support activities directly related to Internet operations or networking technology fields; or,
Eight (8) years of work experience in progressively detailed technical support activities directly related to Internet communications or networking technology fields.

Licenses and Certifications

1. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for the duration of the assignment.
2. Copy of current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles at time of application or Qualified Selection Pool (QSP) placement and at time of interview prior to final selection.

Preferred Qualifications

1. Bachelor of Science degree in computer science, networking, or Internet communications fields.
2. Industry-standard certifications in Networking and Internet communications.

Document(s) Required at Time of Application

1. High school graduation or other equivalent (i.e., GED, foreign equivalency, etc.).
2. College transcript(s) from an accredited college or university, if applicable.
3. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
4. Copy of current driving history (dated within six (6) months from date printed) issued by the Department of Motor Vehicles.
5. Specific documented evidence of training and experience to satisfy qualifications.

Examples of Assigned Work Areas

District Networking Services Department, as well as travel to/from schools, other District office settings, and colocation facilities.

Work Environment

Strength

Medium/heavy - exert force 50-100 lbs., occasionally; 25-50 lbs., frequently; or 10-20 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, a Video Display Terminal (VDT) screen, 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, copy machines, digital multi-meters, data system and communication test equipment, hand/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: 09/06/23
- Created: 04/05/23