Job Title: Director of Network, Operations, and Telecommunications Services

Job ID: 6749

Full/Part Time: Full-Time

Regular/Temporary: Regular

Job Code: 3306 - Administrator III

Job Grade: Range A

Salary: Salary is commensurate with knowledge, skills, and experience.

Department: IT Infrastructure Services - 8216

Major Duties
California State University Northridge seeks an experienced, innovative, and collaborative leader to oversee its network and telecommunications services and assist with the transformation of its infrastructure to support University strategies and leverage technology change. This position is an excellent opportunity to experience broad and diverse technologies, participate in the development of strategic directions, manage key vendor relationships, research emerging technologies, and be a leader in the on-going transformation of core infrastructure technologies.

Under general supervision of the Senior Director of Infrastructure Services, the Director of Network, Operations and Telecommunications Services leads a team of 12 staff within the Division of Infrastructure Services and is an integral part of the IT leadership team and a key participant in all aspects of planning and management of infrastructure strategies; assists the Senior Director in all aspects of planning and executing initiatives to continually improve CSUN’s foundational technology infrastructure.

Specific responsibilities include:

- Plans and manages the campus wireless network, improvements to the Voice over IP solution including positioning the campus to adopt soft phones, and the continued migration of storage and compute to a hybrid cloud environment;
- Provides leadership to renew the physical infrastructure of campus data centers and readies them to support expanding research computing capabilities;
- Works across the Infrastructure Team and the IT organization on strategic initiatives to improve security, expand adoption of platform and infrastructure as a service solutions and make continued improvements to disaster recovery capabilities;
- Manages the planning, design, operation, and day-to-day support of the enterprise network, campus Data Centers and telecommunication infrastructure;
- Participates in the overall IT strategic planning, development of relevant processes, procedures, and documents;
- Manages the change management review process and decision making;
- Represents IT at campus-level meetings pertinent to Network, Operations and Telecommunications Services;
- Develops, proposes, and manages the annual operating budget; assists in the continued development and implementation of the team’s goals and objectives;
- Leads the IT Change Management Review process;
- Advises the Senior Director of Infrastructure Services on policies, standards, and procedures regarding Network, Operations, Data Center and Telecommunication Services and IT infrastructure related issues;
- Develops strategic plans for the enhancement and upgrade of Network, Operations, Data Center and Telecommunication services to support the campus’ overall technology posture;
- Consults with campus community representatives, and others as appropriate, to determine the IT requirements of users as related to Network, Operations and Telecommunication services, and advise community representatives on the direction and emphasis of these services. Provides consultation, interpretation, and diagnostic analysis to...
coordinates as the Lead IT Emergency Response Coordinator for various incidents and lead the development of problem resolutions for the various incidents;

- Serves as IT’s primary liaison with Physical Plant Management, Facilities Planning, and the Department of Public Safety; serves as the campus’ primary liaison on Common Network Initiative (CNI) project initiatives with the CSU Chancellor’s Office;
- Participates in the preparation, maintenance, and periodic testing of the campus Business Continuity and Disaster Recovery Plan, to ensure the continuity of computing and communication services in the case of an event that renders IT services inoperative;
- Provides leadership in the preparation for a potential disaster and during the recovery process in the event of such a disaster;
- Prepares appropriate training plans and budgets to ensure that all subordinate staff members have the skills needed to perform their jobs successfully; prepares regular reports to senior IT Leadership on the status of all projects under the roles purview.

Performs other duties as assigned.

Qualifications
Equivalent to graduation from an accredited four-year college or university with a Master’s degree in a job-related field preferred.

Equivalent to six years of progressively increasing responsibility for overseeing one or more aspects of technology infrastructure services; with three of the six years in a managerial role.

Higher education work experience strongly preferred.

Knowledge, Skills, & Abilities
- Working knowledge of video conferencing technologies, telephony, Voice over Internet Protocol (VoIP), network management and monitoring and telecommunication services.
- Knowledge of: related voice, data, and video networking software; current techniques and hardware capabilities of a large-scale voice and data communications network environment; current and developing technology found in large educational institutions and the related impact on infrastructure, services, and processes.
- Strong interpersonal skills and the ability to effectively communicate with a wide range of individuals and constituencies in a diverse community.
- Strong project management skills with the ability to ensure completion of department initiatives and recommendations. Strong written and oral communication skills; analytical skills and attention to detail.
- Ability to understand and clearly relate to other members of the organization, technical manuals, software specifications and general methods of network operations and security; apply effective leadership skills to direct multi-department technical staff; facilitate productive meetings and work successfully in a team-oriented environment; define problems, collect data, establish facts, and draw valid conclusions with problem root cause analysis.
- Ability to deal effectively with a wide range of vendors & service providers; effectively present technical information, infrastructure budget projections, and respond to questions from peers on the IT Leadership team, end users and non-technical personnel.

Pay, Benefits, & Work Schedule
Salary is commensurate with knowledge, skills, and experience. The university offers an excellent benefit package.

General Information
This position is a "designated position" in the California State University's Conflict of Interest Code. The successful candidate accepting this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.

This position is a sensitive position as designated by the CSU.
A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

Additionally, the person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

How to Apply
Candidates should apply by completing the CSUN on-line application utilizing http://bit.ly/HR_CSUN link and must attach a cover letter that addresses the qualifications above and a current resume, including names of three professional references. NOTE: Internal candidates should apply through the portal by accessing the View Job Openings/Apply link on the Human Resources/Employee pagelet.

Applications received prior to (15 business days from posting date) will be considered in the initial screening and will continue until position is filled.

For more detailed information on the application and hiring process, please visit the link below:
http://www.csun.edu/careers/

Equal Employment Opportunity
California State University, Northridge is an Affirmative Action/Equal Opportunity Employer. We consider applicants for employment without regard to race, color, religion, national origin, age, gender, gender identity/expression, sexual orientation, genetic information, medical condition, marital status, veteran status, or disability. Reasonable accommodations will be provided for applicants with disabilities who self-disclose by contacting Recruitment Services.

(04/14/17)