

## Director, Network Services

### Job Description

The Network Director will ensure quality and responsive services through management and delivery of ongoing preventative maintenance, assessment, and proactive monitoring. Under the direction of our IT leadership and management, the Network Director will ensure that client's services investments generate the highest value. The Network Director will provide technical guidance and support in concert with the direction and leadership of the Dynamic Campus CIO. The Network Director will ensure adherence to best practices and proven methodologies to promote continuous information operations and the integration of new value-added technical services and technology. The Network Director is responsible for a mission critical service requiring stability, reliability, and performance optimization. The Network Director will manage all Data Center network maintenance operations and will have management oversight of other mid-level technical resources. The position responsibilities include data center operations and LAN/WAN, server and network hardware, software, and applications at the institution. The successful candidate will provide technical leadership and networking and operating system expertise as well as serve as a project manager and escalation resource for all technical activities.

### Duties and Responsibilities:

The specific areas of focus include leadership and management of a team responsible for network design, LAN and WAN connectivity, security analysis/design and implementation, network management, definition and coordination of standards, project management, technology research, and applicable documentation.

Responsibilities include, but are not limited to;

- Must have strong staff management experience, project management, and customer service skills to carry out all responsibilities below
- Maintenance and support of data center operations, LAN/WAN architecture, server and network hardware, software, and applications
- Provides technical expertise and guidance, networking and operating system expertise, project management, and serve as an escalation resource for all technical needs
- Monitor, assess, and report on network and server bandwidth and resource utilization
- Coordinate and execute upon approved adjustments and changes that increase performance and availability
- Provide ongoing review of capacity requirements in order to align with budget planning
- Provide network design, security analysis/design and implementation, definition and coordination of standards, project management, and technology research
- Provide up-to-date system and network documentation and inventories
- Manage all related vendor support contracts for hardware, software, connectivity, etc
- When necessary, work in concert with software and hardware vendors for problem resolution

- Ensure integrity and availability of data through continuous assessment of data backup operations
- Provide advance notification of all planned system and network outages and set realistic expectations on availability
- Coordinate and communicate closely with management and help desk during all unplanned outages
- Completes, maintains, and processes pertinent paperwork and records
- Have strong customer service skills and staff management experience
- Ability to develop and monitor progress of projects, and good organizational, project management, team building, and people skills
- Good written and verbal communication skills required

**Requirements:**

- Bachelor's degree in Computer Science, Information Technologies or related field, or an equivalent combination of experience, education, and training
- Experience with network and infrastructure technologies
- Demonstrated experience managing a team of network professionals
- Strong understanding of technical troubleshooting methodology
- Ability to facilitate problem-solving among administrative groups with varying needs and priorities, and to communicate well with administrative users, technical staff, and senior management
- Knowledge of applicable laws, guidelines or regulations as they relate to IT
- Strong leadership, coaching and mentoring skills
- Excellent oral, written, and interpersonal communication and presentation skills across organizational boundaries
- Ability to work with a range of technical staff to develop joint solutions

**Company Description:**

Dynamic Campus, Inc. is the premier outsourcing partner dedicated to serving the Higher Education marketplace. Serving over sixty institutions from its headquarters in Austin, Texas, Dynamic Campus provides critical technology vision, leadership and execution across a diverse set of complex universities and colleges. Dynamic Campus effectively manages essential administrative solutions, academic solutions, reporting solutions and all underlying infrastructure components for its clients located across the country. Our solutions fit the specific needs of the institution and our practice is to offer vendor independent services so we are 100% aligned with your interests. Dynamic Campus offers an excellent comprehensive benefits package, including 401(k); 3 weeks of vacation starting first year of employment; paid holidays and sick days; medical, dental, and vision; and life insurance and disability.