

Job Family	Information Technology	Job Summary	Involves operation of the campus, medical center or Office of the President communications network including telecommunications. Plans, designs, develops, installs and maintains communications network systems for the campus, medical center or Office of the President or a unit.
Job Function	Comm and Network Technology		
Category	Supervisory & Management		

Job Level	Manager 1	Manager 2	Manager 3	Manager 4
Job Title	Comm & Network Tech Manager 1	Comm & Network Tech Manager 2	Comm & Network Tech Manager 3	Comm & Network Tech Manager 4
Job Code	0672	0673	5925	5934
Tracking Code	A0447	A0448	A0451	A0927
Per. Program	MSP	MSP	MSP	MSP
FLSA	Exempt	Exempt	Exempt	Exempt
Generic Scope	Spends the majority of time (50% or more) achieving organizational objectives through the coordinated achievements of subordinate staff. Establishes departmental goals and objectives, functions with autonomy. Manages the accountability and stewardship of human, financial, and often physical resources in compliance with departmental and organizational goals and objectives. Ensures subordinate supervisors and professionals adhere to defined internal controls. Manages systems and procedures to protect departmental assets.	Oversees through subordinate managers a large department or multiple smaller units, OR manages a highly specialized technical function / team. Has significant responsibility to achieve broadly stated goals through subordinate managers. Determines objectives, directs programs, develops strategies and policies, manages human, financial, and physical resources, and functions with a high degree of autonomy. Proactively assesses risk to establish systems and procedures to protect organizational assets. Determines strategies for a program with organization-wide impact.	Oversees through subordinate managers one or more large, complex departments or business units with multiple functional disciplines / occupations, OR manages a program, regardless of size, that has critical impact upon the organization as a whole, such as most or all of a campus, medical center, UCOP or the UC System. Has significant responsibility for formulating and administering policies and programs, manages significant human, financial, and physical resources, and functions with a very high degree of autonomy. Oversees through subordinate managers the accountability and stewardship of department resources and the development of systems and procedures to protect organizational assets.	Directs through subordinate managers multiple large and complex critical programs impacting broad constituencies across major portions of the organization. Identifies objectives, manages very significant human, financial, and physical resources, and functions with an extremely high degree of autonomy. Accountable for formulating and administering policies and programs for major functions. Operational or program results can affect overall organization-wide performance and reputation. Directs through subordinate managers the development of strategic goals and objectives to achieve accountability and stewardship of university resources in a manner consistent with systemwide objectives and initiatives.
Custom Scope	Receives assignments in the form of objectives and determines how to use resources to meet schedules and goals. Reviews and approves recommendations for functional programs. Provides guidance to subordinates to achieve goals in accordance with established policies. Erroneous decisions or failure to achieve goals results in additional costs and personnel, and serious delays in overall schedules.	Establishes objectives and work plans, and delegates assignments to subordinate managers. Responsible for managing, preparing, administering, and directing resources. Reviews and approves recommendations for functional programs. Involved in developing, modifying and executing policies that affect immediate operation(s) and may also have campus-wide, medical center or Office of the President effects. Erroneous decisions or failure to achieve goals results in additional costs and personnel, and serious delays in overall schedules.	Participates with other senior managers to establish strategic plans and objectives. Makes decisions on IT Communications and Network Technology matters and ensures achievement of objectives. Responsible for managing and directing a large department or campus, medical center or Office of the President program(s). Reviews and approves recommendations for operational planning and control. Erroneous decisions will have a serious impact on the overall success of department, division, or campus, medical center or Office of the President.	Plans and directs all aspects of the communications network for the organization. Responsible for the strategy and design of service plans and products. Relies on extensive experience and judgment to plan and accomplish goals. A wide degree of creativity and latitude is expected. Develops location and / or organizational policies and authorizes their implementation. Provides advice, guidance, and assistance to the senior leadership at the location. Represents the location in location-wide and system-wide meetings and discussions. Recognized as an influential leader. Makes final decisions for the organization and ensures achievement of objectives. Erroneous decisions will have a serious impact on the overall success of division or the location.

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Key Resp 01	Reviews costs / benefits of installing in-house communications systems versus common carriers.	Reviews costs / benefits of installing in-house communications systems versus common carriers.	Reviews costs / benefits of installing in-house communications systems versus common carriers.	Develops and drives strategic policies when selecting methods, techniques, and evaluation criteria for obtaining results.
Key Resp 02	Evaluation, installation and maintenance of all new and upgraded systems.	Manages evaluation and installation of all new and upgraded systems.	Evaluation and installation of all new and upgraded systems.	Coordinates with functional departments involved in system requirements, techniques, and controls.
Key Resp 03	Has billing responsibility to users, monitors cost effectiveness, and recommends upgrading of appropriate systems.	Manages the installation and repair of communications networks.	Oversees the installation and repair of communications networks.	Plans, designs and implements Communications and Networking programs and establishes direction, policies and procedures for divisions.
Key Resp 04	May have responsibility for negotiating contracts with vendors.	Negotiates contracts with vendors, has billing responsibility to users, monitors cost effectiveness, and recommends upgrading of appropriate systems.	Negotiates contracts with vendors, has billing responsibility to users, monitors cost effectiveness, and recommends upgrading of appropriate systems.	Leads change management by modifying and altering existing procedures and methods.
Key Resp 05	May develop long-range plans for communications systems.	Develops long-range plans for communications systems.	Develops long-range plans for communications systems.	Oversees through subordinate managers the analysis of the needs of functional departments and helps to establish priorities for feasibility studies and communications systems design and implementation to develop new and / or modify communications and networking systems.
Key Resp 06	Communicates status of communications projects to senior management.	Communicates status of communications projects to senior management.	Communicates status of communications projects to senior management.	Regularly consults with senior management on matters of significance.
Key Resp 07	Position may have responsibility for making recommended upgrades / changes to voice and data network systems.	Involved in developing long-range plans for voice and data network systems.	Participates in the development of operating methods, techniques and evaluation criteria for projects, programs, and people.	Directs and controls the activities of a broad organizational department through several subordinate managers having overall responsibility for functional programs.
Key Resp 08	Establishes and recommends changes to policies which affect the department.	Implements strategic operating policies and procedures when selecting methods, techniques, and evaluation criteria for obtaining results.	Participates with other IT managers to establish operating plans and objectives.	May be called upon to initiate change, by modifying and altering existing procedures and methods.
Key Resp 09	May assume project management responsibilities on initiatives relating to voice and data network systems for the campus, medical center or Office of the President.	Oversees analysis and policy development for issues and processes.	Makes decisions on operational matters and ensures operations' effective achievement of objectives.	Leads other senior managers to establish campus strategic plans and objectives.
Key Resp 10	Develops and administers schedules and performance requirements; may have budget responsibility.	Establishes and assures adherence to budgets, schedules, work plans and performance requirements.	Ensures budgets and schedules meet IT requirements.	Oversees through department managers, adherence to budgets, schedules, work plans and performance requirements.
Key Resp 11	Manages, through subordinate supervisors, the coordination of activities of a department with responsibility for results in terms of costs, methods and employees.	Advises senior management on matters concerning several functional areas, department and / or customers.	Advises senior management on controversial situations, customer negotiations, or influencing and persuading other senior level managers.	Interacts with senior management on controversial situations, customer negotiations, or influencing and persuading other senior level managers.
Key Resp 12	May be called upon to initiate changes by	Must change the thinking of, or gain acceptance	May be called upon to initiate change, by	May be called upon to initiate change, by

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	modifying and altering existing operating procedures and methods.	from, others involving project work and initiatives.	modifying and altering existing procedures and methods.	modifying and altering existing procedures and methods.
Key Resp 13	Develops and monitors operational and budget processes, staff FTE, finance, human resources and space planning.	Makes recommendations and implements decisions on issues (operational and budget processes, staff FTE, finance, human resources and space planning) that have department-wide impact.	Provides guidance and direction for achievement of objectives (operational and budget processes, staff FTE, finance, human resources and space planning).	
Key Resp 14	Has responsibility for results, including costs, methods and staffing.	Through subordinate managers and supervisors, establishes operational objectives and work plans, and delegates assignments.	Manages the activities of Communications and Network Technology through several subordinate managers having overall responsibility for functional programs.	
Key Resp 15	Often must lead a cooperative effort.			
Education 1	Bachelor's degree in related area and / or equivalent experience / training.	Bachelor's degree or equivalent combination of education and experience.	Bachelor's degree or equivalent combination of education and experience.	Bachelor's degree or equivalent combination of education and experience.
Education 2	Typically 2-5 years of experience managing an information technology organization.	Advanced degree preferred.	Advanced degree preferred.	Advanced degree preferred.
Education 3		Typically 4-10 years of experience managing an information technology organization.	Typically 10 years or more of experience managing an Information technology organization.	Typically 10 years or more of experience managing an Information technology organization.
Education 4				
License 1				
License 2				
License 3				
License 4				
Cert 1				
Cert 2				
Cert 3				
Cert 4				
Spec Cond 1	Must pass a background check.	Must pass a background check.	Must pass a background check.	Must pass a background check.
Spec Cond 2				
Spec Cond 3				
Spec Cond 4				
KSA 01	Requires in-depth knowledge of own area of functional responsibility, with a broad knowledge of the IT organization.	Requires advanced knowledge of own area of functional responsibility; with a thorough knowledge of the IT organization.	Requires extensive and in-depth knowledge of Information Technology principles, theories, and concepts to manage functional area(s) and provide solutions.	Requires extensive and in-depth knowledge of Information Technology principles, theories, and concepts to manage functional area(s) and provide solutions.

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KSA 02	Has thorough knowledge of voice and data network systems.	Includes understanding of interaction of practical issues involving other functional areas.	Clearly understands the needs and concerns of the user groups in the organization and applies knowledge to better meet those needs.	Clearly understands the needs and concerns of the user groups in the organization and applies knowledge to better meet those needs.
KSA 03	Must have knowledge of operating policies and procedures and the ability to determine a course of action based on these guidelines.	Clearly understands the needs of others and works to develop enhanced operating procedures to better meet the needs of the organization.	Requires knowledge of policies and procedures and ability to determine a course of action based on these guidelines.	Requires knowledge of policies and procedures and ability to determine a course of action based on these guidelines.
KSA 04	Thorough knowledge of subject area sufficient for strategic planning, technology assessment and direction.	Extensive or advanced knowledge of subject area sufficient for strategic planning, technology assessment and direction.	Comprehensive knowledge of subject area and broad knowledge of all IT areas sufficient for strategic planning, technology assessment and direction.	Requires in-depth knowledge of the functional area, business strategies, and the department's goals.
KSA 05	Demonstrated skill in managing technical staff.	Extensive experience managing technical staff.	Thorough knowledge of supervisory and leadership techniques in managing technical staff.	Thorough knowledge of supervisory and leadership techniques in managing technical staff.
KSA 06	Experience in the management of ongoing technology infrastructure acquisition and expansion, to include the identification and integration of suitable emerging technologies.	Experienced in leading change management activities and managing their impact across multiple units or departments.	Experience in the management of ongoing technology infrastructure acquisition and expansion, to include the identification and integration of suitable emerging technologies.	Demonstrates ability to carry out extremely complex assignments requiring expert knowledge of key business principles and practices.
KSA 07	Thorough knowledge of technical concepts and basic operating principles of data communications, computer hardware, vendor IT products, and software.	Thorough knowledge of technical concepts and basic operating principles of data communications, computer hardware, vendor IT products, and software.	Thorough knowledge of technical concepts and basic operating principles of data communications, computer hardware, vendor IT products, and software.	
KSA 08	Ability to understand the process involved to adapt, integrate, and modify existing programs or vendor-supplied products for use within the technical environment.	Ability to understand the process involved to adapt, integrate, and modify existing programs or vendor-supplied products for use within a large and complex technical environment.	Ability to understand the process involved to adapt, integrate, and modify existing programs or vendor-supplied products for use within a large and complex technical environment.	
KSA 09	Experienced in leading change management activities and managing their impact across the unit or department.	Experience in the management of ongoing technology infrastructure acquisition and expansion, to include the identification and integration of suitable emerging technologies.	Experienced in leading change management activities and managing their impact across multiple organizations across division, college or institutional boundaries.	
KSA 10	Excellent oral and written communication skills, including the ability to effectively present technical topics to individuals and groups with potentially varied levels of technical sophistication.	Excellent oral and written communication skills, including the ability to effectively present technical topics to large groups with potentially varied levels of technical sophistication.	Excellent oral and written communication skills, including the ability to effectively present technical topics to large groups and senior management with potentially varied levels of technical sophistication.	
KSA 11	Experience of analyzing buy vs. build procurement for products for effective and efficient technology use.		Demonstrated experience developing and analyzing corporate strategy.	
KSA 12	Strong knowledge and understanding of service delivery principles.		Demonstrated experience with senior management planning and budgeting.	
KSA 13			Demonstrated leadership experience in an	

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			executive position.	
KSA 14				
KSA 15				
Environment	Campus, medical center or other university setting and various external venues.	Campus, medical center or other university setting and various external venues.	Campus, medical center or other university setting and various external venues.	Campus, medical center or other university setting and various external venues.
Career Path 1	Comm and Network Tech Mgr 2	Comm and Network Tech Mgr 3	Comm and Network Tech Mgr 4	Career Path open
Career Path 2			Information Technology > Information Systems > Supervisory and Management	
Career Path 3				
Career Path 4				
Career Path 5				
Career Path 6				