FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2026

DIRECTOR OF NETWORK OPERATIONS

FLSA STATUS: EXEMPT - PAY GRADE: 26 - P

JOB FAMILY: INFORMATION TECHNOLOGY   JOB FUNCTION: BUSINESS SERVICES

<u>**GENERAL STATEMENT OF JOB**</u>

The Director of Network Operations leads the design, implementation, and maintenance of the organization's enterprise-wide network infrastructure. This position provides technical leadership and oversees the network operations team responsible for security, routing and switching, wireless systems, unified communications, access control, IP cameras, and network monitoring. The Director of Network Operations also serves as a strategic advisor, supporting organizational decision-making, financial planning, project management, and collaboration with internal stakeholders and external vendors.

<u>**CHARACTERISTIC DUTIES AND RESPONSIBILITIES**</u>

Guides the network team's operational and strategic direction by overseeing project planning, managing resource and material allocation, and coordinating efforts with college leadership and external vendors.

Directs the development, deployment, maintenance, upgrades, monitoring, and ongoing support of the organization's network infrastructure.

Oversees the financial operations of the network department, including budget management, procurement, and cost-effective product and licensing assessment through proof-of-concept testing.

Administers, negotiates, and evaluates service agreements and contracts with vendors, service providers, and consultants, updating them as necessary.

Researches and assesses network infrastructure products, services, and industry standards aligned with the College's needs through vendor engagement and participation in professional conferences.

Collaborates with college leadership to determine network and systems requirements for new technologies and maintains consistent communication through written updates and in-person meetings.

Manages network operations inventory by maintaining accurate records of network components and all related documentation.

Creates and updates standards for network infrastructure, network security, unified communications and collaboration, access control systems, IP camera systems, network monitoring, and disaster recovery.

Develops and updates service level agreements for network operations and monitors performance to ensure service standards are met.

Supervises assigned operations staff; prioritizes and assigns work; conducts performance evaluations; approves leave requests; ensures that employees follow policies and procedures; provides coaching and facilitates professional development and training; maintains a healthy and safe working environment and makes hiring, termination, and disciplinary recommendations.

Provides collegewide leadership in information technology support, ensuring a reliable network that enables seamless learning and work for students, faculty, and staff.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision is exercised over assigned staff.

MINIMUM QUALIFICATIONS

Bachelor's degree from a regionally accredited institution and five (5) years of related experience in network security and server administration, including demonstrated expertise in enterprise network architecture and operations or an Associate's degree from a regionally accredited institution and seven (7) years of directly related work experience.

PREFFERED QUALIFICATIONS

Bachelor's degree from a regionally accredited institution and five (5) years of related professional experience in network security and server administration within a higher education IT environment.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions.   Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 2/17/2026