

JOB DESCRIPTION:	Director of Network Operations		
DEPARTMENT:	Information Technology		
REPORT TO:	Chief Information Officer		
EEO CLASSIFICATION:	First/Mid Officers & Managers	FLSA STATUS:	Exempt
CUPA HR	#464110	DATE APPROVED:	14-APR-2021
CLASSIFICATION:		DATE MODIFIED:	19-MAR-2025

SUMMARY: Ensures the operation of the IT networking is in alignment with the business objectives of the organization.

DUTIES:

1. Responsible for planning, designing, installing, maintaining and supporting LAN, WAN, and VoIP infrastructures at the location. Coordinates the various components of WNMU's network system.
2. Provides high-level technical support for data, voice network and oversee security systems, create/maintain network documentation, maintain hardware and software standards, and perform other upgrades as needed.
3. Consults with users and program management conducting information assessments to determine user needs and to define network solutions to meet user requirements.
4. Designs and configures an enterprise environment with appropriate hardware, operating systems software, applications software, and communications components to support business requirements. Develops hardware configuration plans for network systems.
5. Conducts research and development in network systems and related technologies.
6. Establishes methods and procedures for use of the network systems including hardware, software, and communications devices.
7. Works with WNMU's information technology staff to ensure the network environment is consistent with the university objectives and is compatible with existing applications and security requirements.
8. Coordinates and ensures the standard implementation of policies, procedures and systems operations with support personnel.
9. Writes and/or maintains up-to-date documentation for network software and operational procedures. Develops and maintains disaster recovery procedures for the network and network resources.
10. Assesses the effectiveness of network hardware, software, and communications performance. Monitors the hardware to ensure it is properly maintained. Addresses network related interruptions, errors, and/or updates after hours and as scheduled.
11. Evaluates and recommends network software and hardware for WNMU.
12. Analyzes and resolves network hardware, software, and communications problems using diagnostic software and/or technical troubleshooting processes. Adheres to Change Management procedure to safeguard WNMU's services.
13. Conducts on-going network system audits to evaluate the utility and efficiency of the system's hardware, software, and communications components and the effectiveness in meeting management information needs.
14. Provides a broad range of administrative and supervisory functions. Supervises assigned staff in accordance with WNMU personnel practices including recruitment, training, performance evaluation, guidance, etc. Participates in the process of ongoing personal and professional development. Maintains comprehensive communication among all contacts (internal and

external). Models professional standards and ethics in accordance with WNMU philosophy.
15. Performs other duties as assigned.

REQUIREMENTS:

1. **Education/Background:** Bachelor's Degree in Computer Science or related field or 4 years of relevant experience. Bilingual (Spanish) preferred.
2. **Job Knowledge:** Knowledge of existing equipment and the operating systems, such as Windows and Linux. Ability to communicate technical guidance and instruction to users on the use of Windows applications and systems. Ability to develop and deliver presentations. Ability to perform preventive maintenance on computer hardware and software. Ability to provide operational guidance and leadership to technical staff in area of expertise. Must be knowledgeable of University policies and procedures. Must be able to handle multiple deadlines and maintain accuracy. Must be sensitive to cultural differences within the University and community. Fluent in Microsoft Office Applications.
3. **Working Conditions/Physical Demands** (With or Without Accommodations): Normal office environment, may travel some within the community when needed. May be required to transport normal office equipment and materials. Ability to comprehend and work with a variety of information from various sources. Able to clearly communicate with a diverse population of individuals. Ability to compose correspondence and reports and remain in a sedentary position for prolonged periods of time. May be required to work additional hours or days depending on circumstances.
4. **Other requirements:**
 - a. Requires a valid driver's license.
 - b. Required to complete Defensive Driving Course within 6 months. (If applicable to the role)

This job description is not an exhaustive list of all responsibilities, skills, duties, requirements, effort, and/or working conditions associated with the position. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. In addition, this job description is not intended to create a contract of employment between the employee and Western New Mexico University, nor shall it be regarded as a promise to provide specific terms or conditions of employment.

I have read, understand and accept a copy of this job description.

Employee Signature

Date

Employee Name (Printed)