Mendocino Community Network Manager

Classification Range: MCN Manager Pay Scale
Responsible to: MUSD Superintendent

Example of Duties:

• Clarify and implement MCN's vision and direction under the supervision of the Superintendent
• Work with MUSD Personnel Director to hire, evaluate, and terminate employees
• Work with MUSD Business Manager to develop MCN Budget and multi-year projections for review by the Superintendent and Board using Microsoft SQL, Excel, and Quickbooks
• Follow MUSD Personnel and Business Office regulations and procedures
• Order telecommunication and technology based services from vendors
• Create and implement various contracts with Independent Contractors, schools, and other entities following MUSD regulations and procedures
• Work with Network Support team regarding:
  equipment purchase decisions
  deployment of equipment and services
  configuration, control, feature sets, management of servers
  Advance deployment of customer access facilities including last mile services to the customer premise
• MCN physical plant design including co-location facilities
• Oversight and management of landline telephone products, including technical functions of these systems, management of repair dispatch scheduling, staff technical training, and billing components.
• Design customer services and pricing for each
• Train and evaluate MCN employees
• Oversee independent contractors
• Supervise MCN Office and activities such as
  MCN billing, including billing for telecom services
  MCN Technical Support Systems
  office hours and office coverage, vacation management, etc.
• Be responsible for MCN facilities and equipment such as
  buildings and remote sites
  contracts for remote sites
  MCN Connectivity materials and documentation
  installation and maintenance of MCN equipment
• Be responsible for assessment of market opportunities
• Work with competitors and collaborators
• Maintain awareness of industry trends in making plans for MCN’s future
• Lead the process of a sale of the business in the event the MUSD Board of Trustees approves a divestiture
• Participate in community broadband advocacy efforts, including developing MCN’s plans to extend the reach of broadband facilities and working with key organizations and stakeholders
• Other duties as required

Essential Functions: The MCN Manager must:

• be committed to following MUSD procedures and regulations
• be self-supervising and regulating around job priorities.
• have the ability to communicate effectively with the public in a pleasant and positive manner.
• be able to adapt easily to many different "helping" roles in the office.
• be fluent in the conventions of written English and be able to express oneself clearly in oral conversation.
• be capable of using advanced spreadsheets and database functions.
• basic knowledge of business and consumer telephone systems and services.
• have an unusually good memory and good facility for listening.
• have an even temperament under pressure of large numbers of diverse people and situations.
• have a personal nature that combines a facilitative, helpful style with an orderly and systematic procedure.
• be willing and able to ask for help or guidance when needed.
• be willing to travel in coastal Mendocino County on a regular basis and beyond as needed