

CITY OF SANTA CRUZ INFORMATION TECHNOLOGY NETWORK MANAGER

Reports to: Director of Information Technology

Supervises: Network Administrators, Telecommunications Manager, Information

Technology Specialist III

Bargaining Unit: Management

BASIC FUNCTION

Under direction, analyzes, plans, coordinates, and supports the City's information systems; plans, implements and monitors the local and wide area networks; supervises technical support staff; and performs related duties as assigned.

ESSENTIAL FUNCTIONS (May include, but are not limited to the following):

- Analyzes, plans, coordinates, supports, and administers the City-wide network that includes local area networks and a wide area network.
- Supervises personnel, allocates work, trains, and resolves problems.
- Develops, updates and implements standards and procedures.
- Prepares the Division's budget; assists in budget implementation and coordinates with the Information Technology Department budget; participates in the forecasting of additional funds needed for staffing, equipment, materials, and supplies; administers the approved budget.
- Develops, or assists with the development and implementation of policies and procedures consistent with those of the organization to ensure efficient operation of the Network Division.
- Assists in establishing and implementing short-and long-range goals, objectives, policies, and operating procedures.
- Assesses and troubleshoots computer system problems related to hardware or software performance; installs new software and software upgrades in the Windows server environment.
- Interacts with vendors to identify and resolve hardware and software problems.
- Participates in planning for information systems, including needs assessment and capacity planning.
- Compiles and maintains server and network documentation and establishes appropriate policy and procedures.

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Information Technology Network Manager

- Maintains expertise in City standard hardware and software products, and awareness of current advances in technology as they relate to City needs and objectives.
- Maintains the security and accessibility of the network, including firewall administration.
- Plans, supports, and administers data backups on all platforms, including an off-site disaster recovery plan.
- Coordinates and performs installation and maintenance of computer hardware and equipment.

WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, squatting, stooping, crouching, kneeling and reaching in the performance of daily activities; repetitive hand movements and fine coordination in preparing reports using a computer keyboard; both near and far vision in performing computer installation and repair; color vision to accurately interpret visual displays. Acute hearing is required when providing phone and personal service. The need to lift, carry, drag and push equipment and materials weighing up to 40 pounds is also required. Additionally, attendance at multi-day off-site training sessions, weekend and evening work, and after-hours emergency call outs may be required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

MINIMUM QUALIFICATIONS (Knowledge, Skills and Abilities):

Working Knowledge of:

- design, implementation, and management of local area and wide area networks including use of T1, fiber optics, and wireless technology for data communication;
- network server and desktop computer operating systems, including Microsoft's desktop and server environment;
- configuration and use of office automation software;
- network monitoring equipment and its usage; equipment specification and procurement;
- installation techniques used in a large complex data network environment;
- hardware and software requirements for computer business applications;
- project planning and management techniques;
- communication technologies and applications;
- budgeting processes, implementation and monitoring;
- principles and practices of supervision including work planning, review and evaluation.

Some knowledge of:

- principles and techniques of managing telecommunications;
- diagnostic utilities used in a multi-platform environment;
- database setup, design and implementation in a networked server environment;
- firewall and router administration;
- administration of remote access utilities.

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Ability to:

- analyze, troubleshoot and solve complex technical problems;
- design and plan new network implementations;
- exercise initiative and independent analysis and judgment in solving complex network installation and support problems;
- communicate effectively, orally and in writing, including communicating technical information in non-technical terms;
- interact tactfully and effectively with City employees, vendors and the public;
- analyze current and future data and telecommunications requirements and needs;
- provide technical advice and consultation to ensure efficient data communication, telecommunications, and microcomputer utilization;
- establish and maintain appropriate documentation and reports;
- stay current with new technological developments.

Education and Experience

Any combination of education and experience that provides the knowledge, skills, and abilities required above is qualifying. A typical way to obtain these qualifications is:

• Bachelor's Degree in Information Systems, Computer Science, Business Management, MIS or related field; and four (4) years of increasingly responsible professional experience as a Network Administrator including two years of supervisory experience.

Licenses

Possession and continued maintenance of a valid California Driver's license and a safe driving record, or ability to provide suitable transportation that is approved by the appointing authority.

DESIRABLE QUALIFICATIONS

- Possession of a Microsoft Certified System Engineer (MCSE) Certificate.
- Proficiency in the configuration and setup of Microsoft's office automation software used by the City.
- Experience utilizing remote network access software products.
- Administration of computer networks using the most recent MS Server, SQL Server and exchange products.
- Experience working in a public agency.

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