

**JOB DESCRIPTION  
CITY OF MUKILTEO**

<b>Title:</b>	<b>Network &amp; Operations Manager</b>	<b>Date Prepared:</b>	<b>March 2009</b>
<b>Department:</b>	<b>Finance</b>	<b>Job Classification:</b>	<b>Non-represented</b>
<b>Reports to:</b>	<b>Finance Director</b>	<b>Salary Range:</b>	<b>110</b>
<b>Supervises:</b>	<b>Technology Staff</b>	<b>FLSA Status:</b>	<b>Exempt</b>

POSITION PURPOSE:

The Information Technology Manager is responsible for management of the day-to-day activities pertaining to the City's data and telecommunications networks, PC help desk, data backup and recovery, systems and network security, and servers and desktop computers. Provides training and direction, coordinates work flow and project assignments, serves as a working manager and a technical expert and resource for all staff assigned to the Information Technology Division.

PRINCIPLE ACCOUNTABILITIES:

- Assigns, schedules, and supervises the daily activities of IT staff in the Information Technology Division and any assigned interns or other staff members.
- Responsible for resolution of network or PC failures and problems.
- Responsible for maintaining the overall effective operation and security of the City's telecommunications (telephony), and data network systems including design, development, and maintenance.
- Ensures that customer service and communication with customers is a priority.
- Recommends and manages the Information Technology Division budget and any associated capital projects budgets.
- Maintains regional relationships on wide-area networks and shared infrastructure.
- Manages department-wide projects as assigned by the Finance Director.

ESSENTIAL RESPONSIBILITIES:

- Assigns, schedules, and supervises the daily activities of staff responsible for providing direct and remote assistance to PC customers, and performing specific network maintenance and administration duties.
- Selects, trains, motivates, and evaluates assigned staff; coordinates division staff training. Implements discipline and termination procedures.
- Participates in developing short and long-term goals for the Information Technology Division. Evaluates current industry trends and determines feasibility for use.
- Communicates with customers and/or upper management on project status and appropriate maintenance or installation timelines.
- Works with vendors and contract personnel in defining and performing contracted work.
- Reviews software and hardware support standards. Negotiates purchase and support contracts and assures vendor accountability.

- Develops and recommends policies for computer security, desktop software, and operating system standards, disaster recovery, data backup and recovery, and other areas related to the day to day operation of the City's telecommunications networks and computers.
- Researches and maintains knowledge of current network computing technologies to ensure the City's awareness of state-of-the art network and telecommunication systems. Works with the Finance Director in planning for future acquisitions and upgrades to equipment and software.
- Documents work processes and procedures for the Information Technology Division.
- Ensures a high level of IT related communication and coordination between the Information Technology Division and other City Departments.
- Works with local jurisdictions on information technology related issues that support City and regional goals.
- Develops and maintains various agreements and contracts with vendors and regional jurisdictions.

#### PERIPHERAL RESPONSIBILITIES:

- Serves as backup to other Division line staff and to ensure the continuity of all services and support across systems and applications.
- Performs other duties as assigned.

#### KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to motivate and encourage staff, build teamwork, and foster a sense of accomplishment.
- Excellent interpersonal skills for establishing and maintaining effective working relationships with employees, other Division staff, and vendors.
- Comprehensive and up-to-date knowledge of network operating system and data communication capabilities and functions, particularly those of Unix and Windows in a multi-domain environment utilizing TCP/IP and Cisco router technology.
- Comprehensive and up-to-date knowledge of PC operating systems, along with common utilities for PC diagnosis, database connectivity (ODBC), print management, hard drive imaging, and scripted or application-based remote application deployment.
- Working knowledge of data and VOIP voice communication concepts, methods and security issues.
- Strong written communication skills for composing documentation and corresponding with City employees and vendors.
- Excellent organization, time management, problem solving and planning skills.
- Knowledge of the functions of City departments, standard City office operations and procedures, and interdepartmental working relationships.
- Ability and willingness to maintain the absolute confidentiality of all sensitive files and materials accessed, discussed or observed while in the performance of duties.
- Willingness and ability to support on-call staff in the evenings and on weekends.
- Maintains current knowledge of IT project management tools and techniques.
- Pass background check for this position.

## WORKING CONDITIONS

Work is typically performed in an office or at a work site. Incumbent is required to travel to sites; have precise control of fingers and hand movements; focus on computer screens for prolonged periods; lift, move or carry objects weighing up to 50 pounds; crouch, crawl, bend or kneel to reach computers or receptacles under desks.

## MINIMUM EDUCATIONAL AND EXPERIENCE QUALIFICATIONS:

**Experience:** Five years experience supporting, implementing and administering network computer systems utilizing server and data communication operating systems and protocols in Windows, Unix, TCP/IP and Cisco environments; Microsoft Certified System Engineer (MSCE) certification; supervisory experience; working knowledge of telecommunication systems and concepts; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job, such as those listed above.

**Education:** Bachelor's degree in Computer Science or a closely related field.

### **License and Certificate Requirements:**

Washington State Driver's License

Microsoft Certified System Engineer (MSCE) certification