

CITY OF AUBURN

JOB & CLASS DESCRIPTION

TITLE: Network Services Manager		AFFECTED DEPARTMENT(S): Innovation & Technology (IT)	
LAST REVISED: 9/18/15	PAGE NO: OF: 1 5	PAY GRADE: NOG (Exempt)	AFFILIATED NON-AFFILIATED X

NATURE OF WORK

This position performs complex professional and technical computer work including, but not limited to, evaluating long-range needs and system analysis; managing technical projects and researching new developments in technology, information systems, hardware, and software; administering the Local Area Network (LAN) and Wide Area Network (WAN) system and telecommunications; providing technical advice and training to staff; providing professional oversight for all Data and Telecom Network architecture and design both for LAN and WAN; overseeing the Systems architecture, business continuity (technical) design, and implementation; and building, maintaining, and refreshing the City's Data Center and technology infrastructure as required.

EXAMPLES OF WORK/RESPONSIBILITIES

*Evaluates and makes recommendations for long-range needs and system analysis to ensure integration of all the City's functions involving the City's network operating systems, databases, and personal computers.

*Analyzes City business processes and make recommendations on how to more effectively use technology to improve efficiency and customer service.

*Coordinates network and server security with network and database analysts so that Internet content is served only to the intended audience; promotes sound security procedures to protect City data from unauthorized intrusions.

*Evaluates the database server hardware/OS configuration for optimal configuration recommendations.

*Analyzes the impact of requested services considering factors including, but not limited to, compatibility, conversion, implementation and ongoing costs, and impact to existing systems and equipment; documents recommendations and alternatives.

*Coordinates with assigned staff and Customer Support group staff in performing desktop computer setup, delivery, and software support to all departments.

*Manages, monitors, and coordinates projects providing instructions and assignments to technical staff; clarifies and resolves problems and technical issues; and provides hands-on technical implementation of assigned projects.

*Administers the City Local Area Network (LAN), Wide Area Network (WAN) Computer System and ancillary equipment (printers, tape drives, plotters, modems) and provides technical consulting and training of City staff on operation and maintenance of equipment.

*Maintains development, test, and production database environments and other applications, as needed.

*Performs the management of users, privileges, roles, and quotas to control and monitor user access to the database.

*Maintains a backup and recovery strategy for database information and restores database, as required.

*In conjunction with IT Operations and Customer Support teams, builds and maintains a sustainable business continuity environment for the City's technical infrastructure.

*Plays a leading role in analyzing City requests for network-related services; identifies and evaluates alternative solutions and provides recommendations; designs, coordinates, and implements network programs; provides and coordinates ongoing support with computer operations personnel.

*Assists in developing citywide network and computer operations policies regarding practices, procedures, authority levels, emergencies, and similar procedures.

*Provides assistance to the Innovation & Technology Director on research and recommends new equipment and applications; assists with future growth plans; and provides recommendations and justification as requested.

*Supervises assigned staff; evaluates the performance of assigned staff; assigns and prioritizes duties; counsels and issues discipline; issues formal recognition for personnel as appropriate; evaluates and implements training needs; and evaluates staffing requirements and recommends hiring employees, as approved through the budgetary process.

*Assists in the development and maintenance of IT business continuity/operations plans.

*Assists in the development and implementation of the IT strategic blueprint.

*Assists in developing the department capital and operating budgets

*Manages complex technical projects, keeping project on time, within budget, and coordinating staff participation from various departments and divisions.

Assists in preparing and evaluating requests for proposals and informal procurements related to network or data communications in accordance with City policy, procedures, and applicable ordinances.

*Administers operating systems, firewalls, SQL databases, and other network resources to ensure that systems are performing optimally.

*Defines, records, tracks, and troubleshoots technical problems; assures solutions by contacting appropriate resources, personnel, and/or vendors.

*Performs systems development, hardware, and/or software installation, or local area network service.

*Assists in selecting, purchasing, installing, and establishing procedures for City-owned computers, local area and wide area networks, and software.

*Assists in coordinating requests, processing and monitoring administrative actions, installations, and relocation and removal of phone equipment.

*Monitors and tests status of communications network and equipment including troubleshooting, tracking, and resolving network, user, and communication problems.

*Oversees the administration, maintenance, and on-going operations of the City's telecommunication systems, which include telephone systems, call-accounting, voicemail, video conferencing, wireless systems, and radio communications.

*Acts as a member of the 24x7 on-call support team for issues that cannot be resolved during regular business hours. This may require carrying a pager, smart phone, tablet, or laptop with remote communications during off hours.

*Recommends and implements business continuity, procedures, and practices protecting the integrity of Internet and intranet website data.

*Configures server and firewall security so that internet content is served only to the intended audience; promotes and implements sound security procedures to protect City data from unauthorized intrusions.

*Creates and updates documentation to reflect the impact of network changes as a result of installing new equipment or applications.

Researches, recommends, and maintains wireless network resources including 802.11x and cellular network

*Stays current with technological advances in the field of information processing; maintains knowledge of Microsoft Server administration, Microsoft Exchange configuration and administration, Microsoft SQL server database maintenance, LAN use and concepts, i.e., file server host hardware and software access, specifically Dell and HP; client/server access and Virtual Computing infrastructure; maintains an oversight knowledge base of Linux OS.

*Works independently and makes appropriate, sound decisions regarding work methods and priorities.

*Maintains confidentiality in the performance of job duties.

*Researches and analyzes complex problems and develops, recommends, and implements sound solutions.

- *Works effectively under pressure and with frequent interruptions.
 - *Completes work and projects in a thorough and timely manner.
 - *Understands and follows directions from the director, posted work rules, and procedures.
 - *Works courteously and effectively with public officials, citizens, developers, supervisors, and other employees, both in person and over the telephone, assisting them with a wide variety of information pertaining to City and department.
 - *Regular, reliable, and punctual attendance.
 - *Maintains current knowledge in Network technologies including, but not limited to, network infrastructure, fiber optic cabling, network design and architecture, cellular, wireless 802.11x, datacenter, server management (both physical and virtual), information security, and other technologies as needed.
 - *Due to internal and external customer service needs, the incumbent must be able to work a full-time schedule, onsite (appropriate City worksites).
 - *Attendance at night meetings and early morning/evening hours to accommodate other departments' schedules or emergencies is occasionally required.
 - *Shows initiative in performing job functions.
 - *Performs other duties as assigned.
- * = Primary function

WORKING CONDITIONS

Work is generally performed in a clean, climate controlled office setting. Hand-eye coordination is necessary to operate various pieces of equipment. The employee is required to sit, talk, and hear; frequently required to work and use hands to finger, feel, or handle writing utensils, computer, and office supplies, which require repetitive arm, wrist, and hand movement; occasionally required to stand and reach with arms and hands, walk, bend, and stoop. The employee performs physical activities including, but not limited to, lifting, carrying, and moving heavy objects; occasionally pushing pulling, lifting, and/or moving items up to 50 pounds. The employee is required to talk and hear in some environments that are moderately noisy. Specific vision abilities include close distant, color, peripheral vision, depth perception, and the ability to adjust focus. The employee is required to perform work in confidence and under pressure for deadlines, and is required to maintain professional composure, tact, patience, and courtesy at all times. The employee must have the ability to transport oneself to a variety of locations.

REPORTING RELATIONSHIPS

Under the general supervision of the Innovation & Technology Director, the employee works either independently or in coordination with other City employees to maintain computer network, hardware, and software in a well-functioning condition, and actively solve problems to meet the needs of users as appropriate using City policies and procedures. Questions of policy and new

or unusual situations are referred to the supervisor for resolution. Performance is reviewed through periodic reports and evaluations. The Network Engineer and the Systems Security Analyst positions report directly to this position.

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

Bachelors degree in Computer Science, M.I.S., or a related field; five years (5) of related computer work experience; OR a combination of education, training, and experience that would demonstrate the ability to successfully perform the essential functions of this job. Minimum of one (1) year successful supervisory experience, preferably in an IS work environment. MCSE (Microsoft Certified Systems Engineer) certification is required within one (1) year of employment.

REQUIRED LICENSES

Possesses and maintains a valid state driver's license throughout tenure of employment without impending loss at time of appointment.