

CITY OF MILPITAS
Effective: April 1998
EEOC: Professional
FLSA: Exempt
Unit: Exempt
Physical: 1

Network Manager

DEFINITION

Plans, implements, operates and administers the City's servers and local and wide area networks including standards, configuration, security, client access, capacity management, and resource planning.

DISTINGUISHING CHARACTERISTICS

The Network Manager is a single position management classification within the Information Services Division of the City Manager's Office with specific program administration responsibilities. It is distinguished from the Technology Manager in that the latter has overall responsibility for technology service delivery including business analysis, technology acquisition and implementation, complex project management and staff supervision.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Technology Manager; exercises direction over network and desktop staff.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

Directs a team of technical personal engaged in performance of highly technical computer, LAN and WAN support activities

Monitors, investigates and troubleshoots operational difficulties at central and remote location to determine if problems exist in network and/or communication lines, hardware or software, and resolves these operational problems in a timely manner.

Analyzes and anticipates growth needs of the City's network resources, ensuring acquisition and timely implementation of required network resources.

Maintains expertise in City standard hardware and software products.

Manages and maintains the City's servers, networks, and electronic mail system.

Ensures that the resolution of client assistance and service requests are achieved within previously approved performance measures and client directed service levels.

Compiles and maintains server and network documentation and establishes appropriate procedures.

Participates on and/or leads project teams to ensure successful implementation of new systems or upgrades to existing systems.

Serves as a liaison with hardware and software vendors for the proper acquisition, installation, operation and maintenance of City desktop resources.

Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

Network concepts including topologies, protocols, firewalls, security, software and hardware.

LAN, WAN, Internet and desktop computer hardware, software and peripherals.

State of the art network, Internet and electronic mail systems using a variety of platforms, and hardware and software resources.

City standard server, network and communications hardware, software and operating systems.

Ability to:

Perform network installations including file server configuration, installation of operating and application software, creation of accounts, security, and desktop computer and peripheral configurations.

Diagnose communications, hardware and software problems and take effective action to resolve problems in a timely manner.

Understand emerging technology and its application to improve City services.

Use the Internet, remote communications, and other advanced tools to increase productivity and perform job functions.

Establish and maintain effective working relationships with subordinates, peers, superiors, vendor representatives and clients.

Plan, organize, supervise, review and evaluate the work of staff in a manner that is conducive to independent judgment, and high performance and personal accountability.

EDUCATION AND EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to graduation from an accredited college or university with a Bachelor's degree in Computer Science, Information Systems, or a closely related field.

Experience:

Four years of increasingly responsible experience in network and communications administration, operation and support including at least two years of supervising professional and technical staff. Experience working in a public agency environment is highly desirable.

LICENSE

Incumbents must be able to travel to various locations within and outside of the City of Milpitas to fulfill job responsibilities. When driving on City business, maintenance of a valid California driver's license is required.



Greg Larson, City Manager