City of Irving Job Description

Network Systems Manager

FLSA Status:	EXEMPT	**Job Department:**	Information Technology
Job Code:	13101	**Reports To (Job Title):**	Assistant Information Technology Director

PURPOSE

To manage, monitor, and maintain the Network Systems Team of the Information Technology Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Ensure the operation of and resolve problems with network and communication systems to minimize disruption to users and prevent data loss.
- Support, build, and maintain routers and switches and all wiring and other communication mediums to affect solid, reliable network services to all departments in all locations.
- Assist with budgeting and ordering equipment and software for the IT Network Systems team.
- Design and implement network infrastructure for new buildings and data flow, making periodic adjustments to assure that capacity is not over reached.
- Design and manage building access badge security and camera security systems in some facilities.
- Assist in evaluating new software and system purchases for network and communications compatibility.
- Manage and assure that the network systems team is utilizing superior customer support procedures with customers, enters tickets and performs follow up calls and documentation.
- Provide top-level support to IT staff in order to solve customers' problems and assure projects are completed in a timely manner.
- Monitor internet traffic for the City and run reports for managers regarding employee usage.
- Supervise the network component inventory and maintain accurate records of assets, contracts, and licenses.
- Assure that all switch closets and data center rooms are appropriately managed environmentally and professionally maintained and clean at all times.
- Make sure that all battery backups (UPS) systems are maintained and/or replaced to assure that they are operating at optimum levels.
- Assure that backups are occurring at appropriate times, tested and retained, per policy, to prevent data loss and service disruptions.
- Watch for security concerns and advise the Chief Technology Officer (CTO) and other appropriate staff immediately, as needed.
- Manage system updates and patching and coordinate these activities with all IT staff.
- Maintain the health and 99% uptime of email systems and other server, virtual and storage infrastructure on which all software and systems depend.
- Maintain accurate system diagrams and inventory records.
- Consult with customers on network, system and capacity uses, as well as, providing security and system designs.
- Assure all appropriate support and purchase contracts are active and current.

- Assign and monitor team work activities and projects.
- Coordinate activities and meetings with other departments, cities, and outside agencies.
- Direct, participate, and implement short and long-range work plans for the Network Systems team.
- Implement policies and procedures relating.
- Perform other related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Provide hands-on network support and rotates with network staff to provide on call support after hours.
- Provide hands-on support assistance to IT staff with trouble escalations, as needed, to make sure support issues are being quickly resolved.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 3-5 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Develops awareness of financial needs and deadlines to maintain, upgrade, and perform potential enhancements to system, as well as legal/regulatory licensing requirements, so recommendations can be made to management for budgeting and payment approval.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

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

EXPERIENCE

- Five (5) years of networking and computer support experience, with two (2) years of lead or supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate valid state-issued driver's license.
- CJIS qualified (A conviction for Class B misdemeanor and above is disqualifying).
- NIMS 100, 200, 300, 700 and 800.
- CJIS Security Training.

KNOWLEDGE OF

- Computers and Electronics: Electric circuit boards, processors, chips, and computer hardware and software.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Advanced Math: Mathematical calculations including geometry, trigonometry, algebra, statistics, and calculus.
- Computer Networks: Various hardware and software necessary to build a functional network, including routers, switches, firewalls, hubs, wiring, and how TCP/IP packets flow through the system.
- Programming Methodology: Necessary computer languages, basic principles, formulas, syntax, and documentation practices.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Reading Comprehension: Understanding written sentences and paragraphs in work documents.
- Service Orientation: Actively looking for ways to help people.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Operations Analysis: Analyzing needs and product requirements to create a design.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Functional Supervision: Motivating, developing, and directing people as they work.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, one-on-one or with groups, so others will understand.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Persuasion: Convincing others to approach things differently.
- Negotiation: Bringing others together and trying to reconcile differences.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- Interactive Presentation: Effectively presenting information and respond to questions from groups of managers, clients, customers, and the general public.
- Speech Recognition: Identifying and understanding the speech of another person.
- Technical Reasoning: Interpreting an extensive variety of technical instructions in mathematical or diagram form.
- Judgment and Decision-Making: Weighing the relative costs / benefits of a potential action
- Self-Management: Working independently and without supervision.

- System Perception: Discerning when important changes have occurred or likely will in a system.
- System Evaluation: Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Systems Analysis: Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Computer and Wireless Device Support: Knowing and demonstrating enough hands-on customer data tools support to effectively provide additional support and lead a technical support team.
- Management of Personnel Resources: Motivating, developing, and directing people as they work; identifying the best people for the job.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Social Perceptiveness: Being aware of the reactions of others and understanding why they react the way they do.
- Hands-On Technical Support: Performing basic hands on computer, peripherals and wireless device diagnostic work for executive management team and City Council.

GUIDANCE RECEIVED

General Standards
A range of professional standards and methods guide completion of assignments and decisions made. Adherence to policy, City procedures and general supervisory direction is expected. Position incumbents are responsible for making recommendations about changes to methods, procedures and policies and helping to implement changes.

CONTACTS

Interacts with City staff, generally key administrative support up through the director level, across multiple Departments when troubleshooting network issues, installing network systems or services and providing end users with training and support.

Externally, the employee interacts with Vendors, related to network and software systems for the purpose of receiving technical support, best practices, upgrade information, technical advancements and consulting services. Further, s/he engages with staff from other organizations for the purpose of establishing relationships, knowledge transfer, and general industry networking for the City's benefit.

EQUIPMENT AND PROPERTY

Personal computer, mobile phone, division-shared iPad, city-issued ID badge, secure thumb drive.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to carry, grasp, handle, feel, listen, lift up to 10 pounds, see, sit, stand, talk, and/or walk. S/he frequently is required to kneel, lift up to 25 pounds, and/or stoop. Occasionally, s/he is required to balance, crawl, drive a vehicle, lift up to 50 pounds, pull, and/or push. Rarely, s/he is required to lift more than 100 pounds.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment is usually quiet.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.