MANAGER OF NETWORK OPERATIONS – DA

<u>DISTINGUISHING FEATURES OF THE CLASS:</u> Under general supervision, the incumbent is responsible for the management and oversight of the Westchester County District Attorney's information systems. Responsibilities involve overseeing Local and Wide Area Network systems activities and network administration; developing and researching PC based computer networks and software for adaptation to departmental needs; overseeing the development, implementation and maintenance of automated applications to accomplish data needs such as case tracking, investigations, complaints, evidence, domestic violence and child abuse information for the District Attorney's Office, maintaining relevant law enforcement data, sometimes capturing information directly from information systems maintained by other police agencies, supervising the operation and maintenance of information systems; diagnosing, assessing, and resolving network difficulties, and maintaining liaison with contractual agencies in the maintenance of systems. Considerable latitude is given for the exercise of independent judgment due to the extremely confidential nature of information within the database. Supervision is exercised over subordinate professional personnel involved with network maintenance, enhancement, expansion, and programming. Does related work as required.

<u>EXAMPLES OF WORK:</u> (Illustrative Only)

Monitors the performance of the Office of the District Attorney's personal computer network, Local and Wide Area Networks, serving eight district offices by supervising and/or participating in the use of network management systems for various network components;

Develops and manages security policies and systems required to ensure that Local and Wide Area Network operations meet security requirements as set forth by the District Attorney's policies and procedures to ensure the confidentiality of criminal prosecutorial records and statistics;

Develops and administers procedures for the installation and operation of software, including system software, all systems used in the Office of the District Attorney;

Oversees, develops and maintains systems that connect local police department systems to the District Attorney information systems to allow to sharing of relevant information and the preparation of a variety of reports;

Cooperates with County Departments such as Probation and Corrections, providing disposition and calendar data;

Acts as technical consultant to department management regarding system and application development;

Develops proposals for systems development, equipment needs, and cost projections, including multiple year needs/work plans;

Prepares departmental annual technology budget;

EXAMPLES OF WORK: (Continued)

Oversees and implements application integration such as between existing databases and GIS applications, and Federal, State and local agency systems;

Engages in comparative research for software and hardware acquisition, developing bid specifications and evaluating proposals;

Evaluates the computer needs of district offices in areas such as equipment, required reporting formats, volume of transactions, time requirements and cost restraints, and need for security and access restrictions to determine hardware configurations or modifications;

Analyzes departmental needs to determine, recommend, and plan the layout for various types of computers, peripheral equipment, cabling and systems that will provide the capability for newly proposed projects or workloads, increase efficiency of operations, and effective use of allotted space;

Monitors network components for diagnostic and tracking purposes;

Resolves the malfunctioning of network components by directing personnel in corrective actions, or by contacting equipment vendors and/or facility providers for assistance in determining the origin of the malfunction; oversees the repair process;

Prepares reports for management on the overall performance of the computer network; makes recommendations on optimizing system performance and/or enhancing functionality;

Participates in and assists in the development of training programs and may act as the principal instructor;

Assists in the evaluation and hiring of all contracted personnel; prepares RFP's and contracts;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND ATTRIBUTES:
Thorough knowledge of the principles of communication networks in a legal environment; thorough knowledge of the operation and uses of personal computer networks, their capabilities and their limitations; thorough knowledge of the requirements of computer capabilities and their limitations; thorough knowledge of PC computer operations, software, and data communications applications (i.e. database applications, word processing applications, etc.); thorough knowledge of systems disaster recovery planning; familiarity with telephone communication networks; good knowledge of various network management

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND ATTRIBUTES: (Cont'd)
systems and tools (i.e. Microsoft software and network management tools); ability to maintain a secure confidential automated system which protects the criminal prosecution records and statistics used by the professional staff of the District Attorney's Office; ability to read, comprehend, and interpret technical literature regarding changes in technologies, specific techniques and equipment, particularly those in a legal environment; ability to coordinate and plan the work of others; ability to establish and maintain effective working relationships with facility providers and equipment vendors; ability to present clear, concise, factual reports regarding technical information; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; tact; accuracy; discretion; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Satisfactory completion of 60 credits* and seven years of experience working on a Microsoft platform, as well as working with local and wide area networks, disaster recovery planning and network administration, two years of which must have been at an administrative or managerial level.

SUBSTITUTION: Satisfactory completion of additional credits may be substituted at the rate of 30 credits* per year for up to two years of the above stated general experience. There is no substitution for the two years of experience at an administrative or managerial level.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.