

MANAGER OF NETWORK ENGINEERING

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position, located in the Department of Information Technology, is responsible for supervising and managing the installation, maintenance and relocation of network equipment and associated peripheral equipment. This process also includes the installation of all network equipment operating systems and configurations. Incumbents may be assigned to any departmental work shift and provide support services to various departments utilizing automated systems. Supervision is exercised over subordinate technical positions. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Supervises and manages the Network unit and schedules work assignments;

Trains staff, prepares staff evaluations, and schedules staff leave for review with Unit Director;

Directs, coordinates and assists with the installation and relocation of hardware and software for network equipment, including architecture design, assembly, configuration and transport, in accordance with established procedures and instructions;

Coordinates and performs periodic preventative maintenance in accordance with manufacturer recommendations and departmental standards;

Determines standards and procedures for installation and maintenance of network hardware and software;

Ensures that network and associated equipment is prepared for installation;

Modifies, updates or replaces internal equipment software and hardware as required;

Lifts network equipment that may weigh as much as 50 lbs. to place in, arrange around, or remove from the workplace for set-up, installation, repair, de-installation, or maintenance;

Receives calls for maintenance and service and assigns staff to perform repairs;

Designs global network standards including communications protocols, security standards and related procedures;

Receives user calls regarding computer system or network related problems and assigns staff to resolve the problem;

Supervises, coordinates and performs diagnosis of failures to determine whether they are induced by software or hardware;

Develops and prepares network documentation, specifications, standards, instructions and user manuals as needed;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

Notifies appropriate Information Technology staff of hardware and software failures and provides a resolution;

Works with contract and vendor supplied personnel engaged in the installation, maintenance and repair of network equipment;

Maintains operating records and prepares operating reports;

Assists with the preparation of departmental budget as relates to network systems;

Manages inventory of network and associated equipment;

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 components, operation, maintenance and repair of network equipment; thorough knowledge of standard communications protocols; thorough knowledge of data communications and basic electronics terminology; good knowledge of the principles and practices of supervision; good knowledge of network communications software and protocols; skill and dexterity in the use of tools; ability to communicate with outside vendors on equipment and related problems; ability to read, write, speak, understand and communicate English sufficiently to perform the essential duties of the position; ability to think logically; ability to train staff members; ability to supervise, plan, assign, review, and expedite the work of others; ability to comprehend very complex technical materials and understand complex wiring diagrams; ability to see all colors of wire for connection purposes; ability to move equipment and supplies; ability to understand, carry out, and prepare written and oral directions; good judgment; initiative; resourcefulness; reliability; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's degree* and five (5) years of experience (pre or post degree) where a primary function of the position was the installation, operation, maintenance and problem diagnosis of network equipment including routers and switches including or supplemented by two (2) years of supervisory or team leader experience.

SUBSTITUTIONS: A Bachelor's degree* in Information Technology or closely related field may be substituted for one year of the required experience. A Master's Degree* in Information Technology or a closely related field may also be substituted for one additional year of experience. There is no substitution for the supervisory or team leader experience.

SPECIAL REQUIREMENTS: Possession of a valid license to operate a motor vehicle in the State of New York at time of appointment and maintain same while in the title.

NOTES:

1. *Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.
2. Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.
3. Experience on a home personal computer may not be used as a substitute for the aforementioned experience.