

SENIOR NETWORK SERVICES MANAGER

Distinguishing Features of the Class: The work involves the responsibility for maintaining data processing local area network performance and overall local area and wide area network coordination for the Computer Services Department or Technology Department. This is a technical position responsible for overseeing local area network systems and equipment. The incumbent coordinates Local Area Network (LAN) and /or Wide Area Network (WAN) installations and / or central data center servers and subsequent on-going maintenance and support of such networks. The work is performed under the general supervision of the immediate supervisor. Shift work and on-call duties may be required. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Monitors and maintains local area network performance, resources, security and data integrity to include the upgrade and installation of software as required;
- Researches and consults with county departments regarding Local Area Network and Wide Area Network and central data center needs, plans the network infrastructure and oversees the installation of a Local Area Network and / or Wide Area Network including configuring workstations and the server and installing hardware and software;
- Ensures the integrity of daily local area network backups;
- Manages the file systems and shared local area network storage areas;
- Sets up user local area network accounts and access rights;
- Documents / monitors licensing information and application information;
- Sets up user workstations for local area network storage areas;
- Diagnoses and resolves local Area Network and Wide Area Network operating system and hardware and software problems;
- Performs routine maintenance of computers and peripheral equipment, upgrades computer hardware and /or software as needed and coordinates off-site repairs of computers and peripheral equipment;
- Tests LAN software, hardware and connectivity options, researches LAN industry trends, and recommends appropriate changes in hardware and software standards;
- Plans, implements, and supports network solutions between multiple platforms;
- Provides network support, ranging from network components to mainframe access;
- Provides technical support to users via telephone, fax, daily site monitoring and vendor interfaces;
- Mounts disks and tapes; back up programs and data according to established schedules; prints reports; assigns passwords; and manages security;
- Performs special projects as assigned by supervisor;
- Requisitions supplies, material and equipment to maintain a Local Area Network and / or Wide Area Network as assigned by supervisor;
- Performs other work within the scope of Computer Services as assigned by Supervisor

SENIOR NETWORK SERVICES MANAGER continued**Full Performance Knowledge, Skills, Abilities and Personal Characteristics:**

- Good knowledge of Local Area Network and / or Wide Area Network and /or central computer center computer systems including those used for telecommunications;
- Good knowledge of computer hardware and software used in data communications;
- Good knowledge of associated equipment and their integration into local area networks;
- Good knowledge and ability to maintain Local Area Network and / or Wide Area Network and /or central computer center performance and security;
- Ability to communicate effectively with user personnel;
- Ability to maintain related systems records and prepare reports;
- Ability to design, install, update and maintain Local Area Network and / or Wide Area Network and /or central computer center computer systems including those used for telecommunications;
- Ability to train and instruct;
- Ability to communicate both orally and in writing;
- Ability to understand, interpret and follow complex technical written and oral instructions;
- Ability to establish effective working relationships with computer users and co-workers;
- Tact; dependability, sound professional judgment;
- Physical condition commensurate with the demands of the position.

Minimum Qualifications: EITHER:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in information technology, computer science, computer technology, or a closely related field and four (4) years experience with server installation and maintenance, Windows Server operating system, network device installation and maintenance, routers, layer 2 managed switches, and layer 3 managed switches; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma or equivalent and six (6) years experience with server installation and maintenance, Windows Server operating system, network device installation and maintenance, routers, layer 2 managed switches, and layer 3 managed switches.

Special Requirement: Possession of certificates needed to service and maintain technology systems and platforms, as determined by the appointing authority. Examples of such certifications are A+, MCSE (Microsoft Certified Systems Engineer) or Net+. (Each appointing authority may have a variety technology systems and platforms to service.)

06/29/2007
04/10/2012
08/20/2013

CLASS: COMPETITIVE