

NETWORK INFRASTRUCTURE MANAGER

NATURE OF WORK

This is responsible administrative and technical work coordinating the operations related activities of the Network Support section.

Work involves responsibility for supervising and directing network infrastructure support activities; reviewing the operational needs of the Information Services Division and other customers; and making recommendations regarding type and use of hardware. An employee in this classification is expected to exercise considerable independent judgment and personal initiative in the performance of assigned duties. Supervision is exercised over subordinate technical personnel. General supervision is received from the Information Services Manager with work being reviewed in the form of conferences, reports and effectiveness of services provided.

EXAMPLES OF WORK PERFORMED

Lead a team responsible for all core and distribution routers, edge switches, firewall, wireless and VOIP hardware; writes bid specifications.

Coordinates hardware installation and de-installation activities; reviews specific installation and performance attributes of protocol conversion equipment.

Plans and directs revisions to operating procedures.

Prepares budget for hardware, maintenance, personnel and other operating costs.

Supervises and evaluates subordinate technical employees; coordinates work with other sections.

Explains administrative policies and procedures to customers; advises them as to technical problems and the status of projects.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Extensive knowledge of the standard methods and procedures used in data processing.

Considerable knowledge of computer hardware and software systems and capabilities.

Knowledge of systems analysis, programming and related functions performed by information services personnel; ability to evaluate and recommend improvement of same.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with co-workers and customers.

Ability to manage multiple responsibilities concurrently.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in computer science, business administration or related field plus ten years of experience in the installation and maintenance of networking/data communication systems; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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