

NETWORK SUPERVISOR

NATURE OF WORK

This is highly responsible technical and supervisory work directing and controlling the network software systems used to support the City and County networking systems.

Work involves responsibility for supervising and directing the installation of hardware and software; managing network operations; reviewing the network needs of the Information Services Division; and making recommendations regarding type and use of network hardware and network software. 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 Network Infrastructure Manager.

EXAMPLES OF WORK PERFORMED

Coordinates and supervises the installation and monitoring of system hardware and software; assists customers in planning for the acquisition and use of network components; installs network hardware as necessary.

Reviews, monitors and maintains network components in order to ensure maximum network performance; evaluates and recommends hardware configurations; prepares cost estimates for proposed hardware.

Acts as liaison between customers and Information Services Division; investigates problems to determine general nature and area of responsibility; keeps customers informed as to problem status; tracks the problem to final resolution.

Supervises subordinate technical personnel; assigns, directs, coordinates and evaluates work.

Participates in the design, development and delivery of hardware and software training programs.

Creates system models, specifications, diagrams and charts to provide direction to the team.

Conducts research on hardware and software products.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Thorough knowledge of ethernet networks and ability to analyze the same using appropriate network analyzing tools.

Thorough knowledge of computer hardware and associated networking equipment.

Thorough knowledge of routers, switches and network operating system.

Considerable knowledge of structured wiring systems and troubleshooting of these systems.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with coworkers, customers and the general public.

Ability to assign, supervise and evaluate the work of subordinate technical employees.

Ability to exercise independent judgment and initiative in analyzing network systems and to make sound recommendations and modifications.

Ability to prioritize and execute tasks in a high-pressure environment.

Ability to analyze problems and to organize their component parts into logical steps.

Ability to manage multiple responsibilities concurrently.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in computer science, network administration or related field plus eight 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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