

MAJOR FUNCTION

This is highly responsible professional, technical, and administrative work with responsibilities for all operating system level software support; voice data communications network systems; the maintenance and functionality of data network resource; and the maintenance and functionality of enterprise server administration. Considerable latitude is exercised in the work, along with independent judgment and initiative. Duties include supervision of and responsibility for citywide network planning, hardware and software upgrades, network systems operating quality, and systems security. Administrative direction is received from the Director-Technology and Innovation Department, who indicates results desired, and reviews the work to determine conformity of results with achievement of the desired objectives and functionality of enterprise systems.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Plans, trains, supervises and directs all activities and employees involved in the support of distributed desktop computer hardware and software, telecommunications, data communications, and server administration. Plans and implements the City's fiber optic network and the franchising of voice, and data, services. Prepares and administers budget for the division. Functions as team leader with users, other divisions of the department and vendors to discuss projects and products. Conducts research on proposed projects and recommends vendors. Administers and supervises contracts. Assists in the preparation of departmental policies. Prepares requests for proposals (RFP's). Develop Network and Systems Security procedures and protocols. Prepares division procedures, service level agreements and quality control procedures. Establishes and maintains network control configurations, and support systems procedures and policy. Prepares and maintains systems capacity planning and utilization status, reports, and recommendations. Recommends the hire, transfer, promotion, grievance adjustment, discipline and discharge of employees. Conducts performance evaluations and recommends approval or denial of merit increases. Performs related work as required.

Other Important Duties

Plans new and improved systems and provides cost justifications. Analyzes new technology and recommends system modifications. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of the principles, methods and practices of organizational development. Thorough knowledge of systems analysis techniques, principles and practices of programming, voice and data communications techniques. Ability to plan, train, schedule, and review the work of subordinates in a manner conducive to full performance and high morale. Possess a management style and values, which are consistent with the City's mission and values. Ability to analyze a variety of technical materials and develop recommendations. Ability to express oneself clearly and concisely both orally and in writing. Ability to establish and maintain effective working relationships as necessitated by the work. Highly developed skill in the use of microcomputers and the programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in data processing, computer science, management information systems, business or public administration or a related field and four years of professional experience that includes telecommunications, network administration, computer systems analysis and

programming, or technical support; or an equivalent combination of training and experience. Two years of the required experience must have been in a supervisory capacity.

Necessary Special Requirement

Must possess a valid Class E State driver's license at the time of appointment.

Established: 03-31-16