

**Title:** Network Manager  
**PG:** 63  
**Status:** Civil Service  
**Position Reports to:** Designated Supervisor  
**Department:** Information Technology

**Class Code:** 2297  
**Date:** 10/08

**GENERAL DESCRIPTION OF CLASS:**

This is a highly technical position in the planning, engineering, installation and support areas of the City's wide area network. An employee in this classification is directly responsible for the installation, maintenance and support of the network servers and network communications hardware. Network performance and availability dictate work assignments. Work is done using a high degree of initiative and exercising independent judgment. Work is reviewed by regular conferences with the designated supervisor.

**ESSENTIAL FUNCTIONS:**

1. Responsible for the maintenance, upgrade and monitoring of the network servers, including the repair and replacement of all hardware components.
2. Responsible for the planning, design and implementation of network additions and upgrades, including all hardware components and cabling.
3. Responsible for the installation, configuration, and repair of all network communications hardware including hubs, switches, and routers.
4. Monitors the wide area and local area networks to ensure optimal performance and reliability.
5. Works with other department personnel to provide network connectivity.
6. Evaluates performance reports on the wide area and local area networks, and makes recommendations for network improvements and upgrades.
7. Reviews network connectivity requests and makes recommendations regarding the feasibility and acceptability of implementation.
8. Responsible for the design and implementation of local and wide area networks.
9. Conducts project management to include budget analysis, scheduling, specification writing, contract negotiation, report preparation and giving presentations.
10. Negotiates with vendors effectively to maximize the value of services provided to the City.
11. Manages and evaluates the Network staff.

**ADDITIONAL RESPONSIBILITIES:**

1. Works closely with Telecommunications to ensure consistency and reliability of network communications.
2. Performs related work as required.

**KNOWLEDGE, SKILLS & ABILITIES:**

1. Thorough knowledge of routine planning and methodology as they apply to wide area and local area networks.
2. Thorough knowledge of all network hardware components including servers, switches, hubs, and routers.
3. Thorough knowledge of TIA/EIA standards for structured data wiring.
4. Thorough knowledge of network communications including protocols, switching and routing.
5. Thorough knowledge of the Microsoft Windows and HP UX operating systems.
6. Knowledge of computer applications as they apply to city wide business practices.
7. Knowledge of disaster recovery/business continuity planning and best practices.
8. Ability to prepare technical reports.
9. Ability to demonstrate good interpersonal skills.
10. Ability to communicate effectively with supervisor, subordinates, other City employees, and the general public both verbally and in writing.

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**WORKING ENVIRONMENT/CONDITIONS:**

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations. The job risks exposure to no significant environmental hazards. The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of taste, sense of smell, depth perception, and texture perception.

**QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):**

1. Graduation from an accredited four (4) year college or university with a degree in Computer Science or closely related field.
2. Six (6) years experience in a PC support and network support function with two (2) years of supervisory experience. Microsoft Certified System Engineer and certification preferred.
3. An equivalent combination of education and experience determined to be directly related to the foregoing specific requirements may be substituted.
4. Completion of City University Level one (1) or completion within twelve (12) months.

**SPECIAL REQUIREMENTS:**

1. Must possess and maintain a valid state of Florida driver's license.
2. Must be able to attend meetings at locations other than primary work area.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.