

**JOB DESCRIPTION  
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT  
EMPLOYMENT AND  
COMPENSATION DIVISION**

Job Title	<u>Network Manager</u>
Sch.& Grade	<u>PAT-11</u>
Class Code	<u>CI23</u>
FLSA Status	<u>Nonexempt</u>
Bargain Unit Elig.	<u>Not Eligible</u>
Occupational Group	<u>Computer Technical</u>

**PRIMARY PURPOSE:**

Plans, directs and coordinates the design, installation and connectivity of computer and network systems to ensure the stable operation of the City's technology assets. This includes developing, configuring, maintaining, supporting, and optimizing all new and existing network hardware, software, and communication links. The Network Manager will also schedule and direct the activities of a team of systems administrators to resolve end user hardware and software problems in a timely and accurate fashion.

**SUPERVISION:**

Under general supervision of the Director of Information Systems. Supervises Network Staff.

**DESCRIPTION OF WORK:**

**ESSENTIAL FUNCTIONS:**

1. Monitors and evaluates work performance of assigned personnel; recommends disciplinary action; counsels and motivates personnel to achieve established goals.
2. Provide guidance to junior members of the team.
3. Oversees and supervises daily administration of computer network file servers, routers, bridges, switches, hubs, and gateways.
4. Plans, acquires and coordinates installation of hardware and software across the entire organization's network.
5. Manages and ensures effectiveness of servers, including e-mail, print, and backup servers, operating systems and software while ensuring successful nightly and weekly data backups of network file servers.
6. Creates and maintains documentation as it relates to network configuration, network mapping, processes, service records, and network performance; ensures documentation is kept current.
7. Maintains network user accounts, print queues, and file access permissions.
8. Troubleshoots and repairs network communication problems.
9. Develops, implements, and maintains policies, procedures, and associated training plans for network administration and usage.
10. Develops an organized system to document configuration details, and ensures documentation is kept current.
11. Analyzes and recommends areas for computer networking improvements.
12. Communicates with users, vendors, and dealers on a regular basis, including gathering details, assessing problems, recommending possible solutions, etc.
13. Conducts research and makes recommendations on technology related projects, network products, services, protocols, and standards in support of network procurement and development efforts.

**IMPORTANT FUNCTIONS:**

1. Manages Network staff resources and serves as a technical contact for City departments.
2. Drives to various City departments located throughout the city to provide network support as assigned.
3. Provides technical consultation for new facility construction and expansion of existing facilities.
4. Supports the expansion of technology for all City Departments.

*Performs related work as required.*

**QUALIFICATIONS REQUIRED:**

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

**Knowledge**

Hands-on experience troubleshooting hardware such as servers, routers, bridges, switches, network interface cards, wireless access points and other network equipment. Working knowledge of current network protocols and standards. Technical knowledge and experience with Microsoft Server O/S, Cisco firewalls, routers and switches, wireless access points and bridges, LAN/WAN design, etc. Knowledge and hands-on experience with virtual server environments and VMWare is also preferred.

**Abilities**

Coordinates and supervises network management as assigned, including troubleshooting and diagnosis; prepare clear, concise and comprehensive reports; train and assist employees in various operating departments; follow oral and written instructions; communicate effectively both verbally and in writing; successfully interface and communicate with employees at all levels of the organization; deal effectively and courteously with associates and the general public; presents an overall professional image; model and promote acceptance and respect for differences among employees and citizens; perform effectively as a member of a team in carrying out the City’s stated mission and philosophy; perform the essential functions of the job without posing a direct threat to the health and safety of others.

**Experience, Education, and Training**

Requires graduation from an accredited college or university with a Bachelor’s Degree in Computer Science, Computer Information Systems, or related area, plus at least three years of experience in computer network maintenance. Education, training and/or experience must have included experience in Local Area Networking/Wide Area Networking. Cisco networking and Microsoft server certifications desirable. Appropriate experience may be substituted for the education requirement on a year-for-year basis.

**Physical Requirements**

Performs bending, squatting, kneeling, sorting and reaching from ground level to overhead; lifts, carries, pushes and pulls up to 40 pounds; must be able to hold and grip objects; must be able to operate a computer keyboard and mouse; may be subject to sitting for long periods of time.

**Working Environment**

Primarily indoors, with heating and cooling regulated in a general office environment.

**Licensing/Certification**

CCNA, Network + desirable.

**Miscellaneous Requirements**

If operating a motor vehicle during the course of performing job duties, must possess a valid Missouri Motor Vehicle Operator’s License. Subject to emergency call-in.

<b>Last Revision:</b>	February 13, 2012	<b>GENERAL ORDINANCE NO.</b> 5761
<b>Comments:</b>	Updated Abilities	<b>Date:</b> June 16, 2008

<b>I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.</b>	
<b>Signed:</b> _____	<b>Date:</b> _____