City of Chesapeake
IT Communications Infrastructure Manager

Job Class Code: 1398	FLSA Status: Exempt
Pay Basis: Annual	EEO Category: 2

GENERAL DESCRIPTION

The purpose of the job classification (class) is to oversee the City's Core, Wide Area Networking (WAN), and Local Area Networking (LAN) operations. The job class is responsible for maintaining and enhancing the existing and new network infrastructure architecture and establishing and managing related support contracts.   Additionally, the position will be responsible for all voice, video, and radio infrastructure and systems, including VoIP, wired, wireless and satellite phones. The job class plans, organizes, and implements programs within major organizational polices; reports progress of major activities to executive level administrators through reports, meetings and conferences.

TYPICAL TASKS

- Develops the vision for the City's network operations and assists with the evaluation and selection of enterprise-wide communications technology.

- Supervises staff including selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.

- Develops and maintains a high-level design plan for overall logical and technical network architecture; coordinates the design and implementation of all communications technologies.

- Plans, develops, and implements the organization's communications infrastructure, wired and wireless.

- Provides technical leadership and consulting across the organization, from strategic decision-making to the project planning level.

- Develops and implements policies and procedures regarding communications technology.

- Gains organizational commitment for all plans; initiates and participates in projects to evaluate technologies and methods for implementing the plans.

- Manages and administers entire communications infrastructure and its associated software, including VoIP, PBXs, call management systems, voice mail, interactive voice response, and video conferencing systems.

- Coordinates strategies for, and ensures the integrity of, in-house voice, data, and video equipment and its associated network connections. This includes configuring and optimizing all telephone systems and services, voicemail and PBX communication systems, and video conferencing environments, both internally and those integrated with Internet-based services.

- Coordinates strategies for defining, deploying, and maintaining the organization's IP telephony voice communication architecture and its associated network connections and component hardware. This includes managing all engineering projects for VoIP initiatives, planning technology roadmaps, and configuring and optimizing all VoIP/IP-PBX telephone systems and services, both internally and those integrated with Internet-based services.

- Plans, directs, and coordinates the design, installation, and connectivity of network systems to ensure the stable operation of the organization's information technology assets. This includes developing, configuring, maintaining, supporting, and optimizing all new and existing network hardware, software, and communication links.

- Performs other duties as assigned.

GENERAL STANDARDS	
Data Involvement	Plans, or directs others in the sequence of major activities and reports on operations and activities which are very broad in scope.
Interpersonal/People Involvement	Negotiates and exchanges ideas, information, and opinions with others to formulate policy and programs or arrive jointly at decisions, conclusions, or solutions.
Reasoning Requirements	Performs work involving the application of principles of logical thinking and administrative, professional, and information system practices to diagnose or define problems, collect data and solve abstract problems with widespread unit or organizational impact.
Mathematical Requirements	Uses mathematics involving the practical application of fractions, percentages, ratios and proportions or measurements, algebraic solutions of equations and inequalities, descriptive and inferential statistics, and mathematical classifications or schemes.
Language Requirements	Reads professional literature and technical manuals; speaks to groups of employees, and public or private groups; writes manuals and complex reports.
Mental Requirements	Performs professional level work requiring the application of scientific, engineering, legal, or managerial methods in the solution of technical, administrative, or legal problems; applies extensive understanding of operating policies and procedures to solve complex problems; requires continuous, close attention for accurate results and frequent exposure to unusual pressures.
Decisions/Supervisory Control	Makes decisions as almost the entire focus of the job, affecting most segments of the organization and the general public; recommends or establishes goals, objectives and policies.

KNOWLEDGE, SKILLS, AND ABILITIES	
Knowledge	Must have knowledge of Core, WAN, and LAN technologies; network infrastructure architecture; and voice, video, and radio infrastructure and systems.
Skills	Must have strong technical skills as well as interpersonal skills. Must be both a big picture thinker as well as detail-oriented.
Abilities	Must have the ability to communicate effectively orally and in writing. Must be able to evaluate options and present sound recommendations as well as troubleshoot issues and determine effective solutions.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS	
Vocational/Educational Requirement	Requires any combination of education and experience equivalent to an associate's degree in computer science, computer information systems, information technology, or a related field. A bachelor's degree is preferred.
Experience	In addition to satisfying the vocational/education standards, this job class requires a minimum of five years of related, full-time equivalent experience.
Special Certifications and Licenses	A valid driver's license with an acceptable driving record is required.
Special Requirement(s)	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or citywide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS
The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential functions for a given position in a classification.

Revised 7/23/2020