

Job Class Code: 1390	FLSA Status: Exempt
Pay Basis: Salary (Annual)	EEO Category: 2

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to serve as an expert technical resource, supervise staff, and oversee, manage, and coordinate activities of the Network Services Unit of the Department of Information Technology. The class is responsible for the overall design, development, integration, implementation and maintenance of network, desktop and telecommunications systems; recommending goals, objectives, policy and procedures; managing system operations, evaluating system performance, assisting with negotiations for improved system capabilities and reporting on activities to senior management. The class plans, organizes and implements programs within major organizational policies; reports progress of major activities to executive level administrators through reports, meetings and conferences.

TYPICAL TASKS

- Confers with and coordinates Help Desk support, desktop support groups, city and school technical groups regarding telecommunication technology capabilities, the feasibility of developing new network systems, and determining local and wide-area network requirements as well as modifications to local and wide-area network systems.
- Supervises staff including staff selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination.
- Analyzes user requirements for new or improved technology computer system capabilities.
- Monitors trends in computer systems technology, laws, rules, and City policy to plan computer systems operations and future requirements to meet user needs.
- Ensures city compliance with network policies, procedures and protocols across multiple systems and agencies. Develop and implement strategic technology solutions consistent with enterprise goals and objectives, Provides leadership and direction in aligning technology initiatives with enterprise strategies, priorities and business requirements.
- Manage installation, upgrading and repair of local and wide-area network and telecommunication hardware, software, cabling and wiring. Diagnoses unusual or difficult network problems.
- Determines network system configurations, systems compatibility, equipment needs, installation sequences and procedures, trunk line usage, and software compatibility at central and remote facilities; ensures access to mainframes through network design.
- Manages troubleshooting of network system problems and recommend solutions or execute fixes.
- Supervises inventory of network hardware, software, and licensing. Provides system security through network changes in front-end processor configurations and various other telecommunications devices; determines correct methods of attaining access; meets with departmental officials to discuss security needs and make security changes.
- Develops and schedules priorities, assigns responsibilities, ensures efficient and timely completion of projects, and prepares time and cost estimates and progress reports.
- Assesses emerging technologies for applicability to City information system needs; assists with plans, project development, procurement, implementation and achievement of operational status as required.
- Participates in disaster recovery planning and implementation processes to incorporate technology solutions to help ensure continuity of operations and restoration of essential services.
- Represents the Department/City on boards or committees as required at the local/regional levels;
- coordinates with vendors, local businesses, and other governmental agencies as required.
- Monitors performance measurement indicators to evaluate system performance, analyze cost versus benefits; and to assess return on investment.
- Satisfies administrative requirements such as resources, budgets, expenditures, special studies, routine or special reports, training, etc. as required.
- Performs other related 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.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

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

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 job functions for a given position in a classification.