

Water Authority Position Description

NETWORK MANAGER

| Status | Position Code | Level | Date |
|----------|---------------|-------|----------|
| APPROVED | NEMG | I29 | Mar 2017 |

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY

ANALYZE, DESIGN, INSTALL, CONFIGURE AND DEVELOP NETWORKS AND VOIP/TELEPHONY SYSTEMS FOR THE WATER AUTHORITY. MONITOR NETWORK TO ENSURE NETWORK AVAILABILITY TO ALL SYSTEM USERS AND PERFORM ACTIVITIES TO SUPPORT NETWORK AVAILABILITY INCLUDING NETWORK SECURITY. DIRECT AND COORDINATE PROJECTS INVOLVING COMMUNICATION NETWORKS AND ASSOCIATED FUNCTIONS.

MIN EDUCATION & EXPERIENCE REQ

BACHELOR'S DEGREE IN COMPUTER ENGINEERING, COMPUTER SCIENCE, OR MANAGEMENT OF INFORMATION SYSTEMS(MIS) AND SIX (6) YEARS OF GENERAL IT EXPERIENCE, INCLUDING FIVE (5) YEARS EXPERIENCE IN NETWORK & VOIP/TELEPHONY DESIGN, SUPPORT AND ADMINISTRATION. CISCO EXPERIENCE PREFERRED. RELATED EDUCATION AND RELATED EXPERIENCE MAY BE INTERCHANGEABLE ON A YEAR FOR YEAR BASIS.

ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP)
 POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE
 NETWORK AND TELEPHONE CERTIFICATION ARE HIGHLY DESIRABLE
 CCSP, CCVP, CCWP OR CCNP CERTIFICATION PREFERRED

SUPERVISION RECEIVED/EXERCISED

RECEIVES GENERAL DIRECTION FROM HIGHER LEVEL SUPERVISORY OR MANAGEMENT STAFF. MAY LEAD TEAMS OR SUPERVISE PERSONNEL

ESSENTIAL FUNCTIONS

1. ANALYZE, EVALUATE, INSTALL, DESIGN, MAINTAIN AND SUPPORT COMPUTER NETWORK DESIGN, OPERATING SYSTEMS AND BUSINESS REQUIREMENTS; CONSULT WITH DEPARTMENT PERSONNEL; AND IDENTIFY SUITABLE AREAS FOR STRATEGIC NETWORK IMPROVEMENT AND UPGRADES.
2. PROVIDE TECHNICAL LEADERSHIP FOR ALL VOIP, FOIP, AND MOBILE DEVICE PROJECT PLANNING AND CONTROLS ANALYSIS.
3. MONITOR NETWORK/SYSTEM PERFORMANCE BY IDENTIFYING SYSTEM AND NETWORK EVENTS, SECURITY AND ENVIRONMENTAL ALARMS. DETERMINE WHETHER ADJUSTMENTS NEED TO BE MADE AND WHERE CHANGES WILL NEED TO BE MADE IN THE FUTURE.
4. MANAGE COMPONENTS OF THE SYSTEM ARCHITECTURE, THE NETWORK INFRASTRUCTURE AND NETWORK SECURITY ON AN ON-GOING BASIS.
5. DIAGNOSE, TROUBLESHOOT AND RESOLVE HARDWARE, SOFTWARE, OR OTHER DATA AND VOICE NETWORK AND SYSTEM PROBLEMS AND REPLACE DEFECTIVE COMPONENTS AS NEEDED.
6. PLAN, COORDINATE AND IMPLEMENT NETWORK SECURITY MEASURES TO PROTECT DATA, SOFTWARE AND HARDWARE.
7. DEFINE PROBLEMS, COMPILE AND ANALYZE DATA, DRAW VALID CONCLUSIONS AND IDENTIFY THE STRENGTH AND WEAKNESSES OF ALTERNATIVE SOLUTIONS, CONCLUSIONS OR APPROACHES TO PREPARE COMPREHENSIVE REPORTS, ANALYSES, IMPACTS AND PROJECTIONS FOR MANAGEMENT.
8. PREPARE ACCURATE, CONCISE, COMPLETE, AND INFORMATIVE WRITTEN MATERIALS, AND MAKE EFFECTIVE PRESENTATIONS TO SMALL OR LARGE GROUPS.
9. MANAGE PROJECTS AND PERSONNEL EFFECTIVELY, AND BE PRODUCTIVE AS A TEAM MEMBER OR TEAM LEADER. ALLOCATE WORK, TRAIN STAFF, AND RESOLVE PROBLEMS. MANAGE, TRAIN AND EVALUATE STAFF PERFORMANCE.
10. CONDUCT AUDITS TO ENSURE CONFORMITY WITH ITIL V3 STANDARD(S).
11. INTERFACE WITH SUPERVISORS, COWORKERS, SUBORDINATES, SYSTEM USERS AND EXTERNAL ENTITIES ON NETWORK AND VOICE RELATED ISSUES.
12. COORDINATE PREPARATION OF REQUEST FOR PROPOSALS, BID SPECIFICATIONS AND PROJECT BUDGETS. REVIEW PROPOSED PROJECTS; ANALYZE JUSTIFICATION AND POTENTIAL FOR INNOVATION AND RECOMMEND PRIORITIES AND IMPLEMENTATION METHODS
13. DEVELOP AND MAINTAIN NETWORK AND VOICE STANDARDS, PROCEDURES AND OTHER TECHNICAL DOCUMENTATION
14. SERVE AS TECHNICAL CONSULTANT FOR OTHER WUA DEPARTMENTS AND SERVE AS LIAISON ON COMMITTEES, TASK FORCES, EVALUATION GROUPS AND NEGOTIATING TEAMS FOR ASSOCIATED PROJECTS.

SUPPLEMENTAL FUNCTIONS

1. ATTEND AND PARTICIPATE IN PROFESSIONAL GROUP MEETINGS. STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELD OF INFORMATION SYSTEMS.
2. MAY BE REQUIRED TO PROVIDE 24X7 ON-CALL SUPPORT.
3. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

PREFERRED KNOWLEDGE

TCP/IP NETWORKS (LAN & WAN), FIBER-OPTICS, WIRELESS, ADMINISTRATION, AND OF THE PRINCIPLES AND CHARACTERISTICS OF COMPUTER DATA COMMUNICATION SYSTEMS AND OPERATIONS. DESIGN SYSTEM ARCHITECTURE, NETWORK INFRASTRUCTURE, NETWORK CONFIGURATION AND VOICE RELATED SOLUTIONS THAT MEET THE NEEDS OF THE ORGANIZATION AND DEVELOP PLANS TO INITIATE IMPROVEMENTS. COLLABORATE WITH CROSS-FUNCTIONAL TEAMS TO ENABLE AND ENSURE THE COMPATIBILITY AND CONNECTIVITY OF ALL NETWORKS WITHIN THE WUA. PROFICIENCY IN SYSTEM AND NETWORK ADMINISTRATION IN THE INFORMATION TECHNOLOGY PROFESSION. MS WINDOWS CLIENT/SERVER ENVIRONMENT AS WELL AS UNIX OPERATING SYSTEM (HP-UX, SOLARIS, LINUX). BUSINESS AND MANAGEMENT PRINCIPLES INVOLVED IN STRATEGIC PLANNING, RESOURCE ALLOCATION, LEADERSHIP TECHNIQUES, PRODUCTION METHODS AND COORDINATION OF PEOPLE AND RESOURCES PRINCIPLES AND PROCEDURES OF QUALITY ASSURANCE AND SECURITY RELATED TO COMPUTER APPLICATIONS.

MANAGE CUSTOMER RELATIONS AND EXPECTATIONS
UTILIZE AUTOMATED PROJECT MANAGEMENT TOOLS
EFFECTIVELY PRESENT INFORMATION AND/OR RESPOND TO INQUIRIES/COMPLAINTS FROM AUTHORITY MANAGEMENT, REGULATORY AGENCIES OR THE PUBLIC

PREFERRED SKILL/ABILITY

DIAGNOSE AND RESOLVE DATA AND VOICE NETWORK AND SYSTEM PROBLEMS
ANALYZE COMPLEX BUSINESS SITUATIONS AND INFORMATION SYSTEMS IN ORDER TO FORMULATE AND EVALUATE OPTIONS AND IMPLEMENT SOLUTIONS RELATED TO EXISTING SYSTEMS AND TO INTEGRATE APPLICATIONS. MAINTAIN OBJECTIVITY AND CONFIDENTIALITY IN DEALING WITH A VARIETY OF COMPLEX AND POTENTIALLY SENSITIVE PROJECTS. WORK INDEPENDENTLY IN THE ABSENCE OF SUPERVISION
COLLABORATE WITH CROSS-FUNCTIONAL TEAMS TO ENABLE AND ENSURE THE COMPATIBILITY AND CONNECTIVITY OF ALL NETWORKS WITHIN THE WUA COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE CONTACTED IN THE COURSE OF WORK DESIGN, DEVELOP, TROUBLESHOOT AND MAINTAIN INFORMATION SYSTEMS AND SUPPORTING HARDWARE AND SOFTWARE APPLICATIONS RECOMMEND, DESIGN, IMPLEMENT, INSTALL AND MAINTAIN COMPUTER NETWORK AND TELEPHONY SYSTEMS
DEFINE PROBLEMS, COLLECT DATA, ESTABLISH FACTS, DRAW VALID CONCLUSIONS AND PREPARE APPROPRIATE REPORTS DETECT, ISOLATE AND RESOLVE INFORMATION SYSTEM PROBLEMS

WORKING CONDITIONS

OFFICE ENVIRONMENT; EXPOSURE TO COMPUTER SCREENS AND ODORS. MAY BE REQUIRED TO VISIT OFF SITE CLIENT OFFICES.

PHYSICAL REQUIREMENTS

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED DUTIES AND RESPONSIBILITIES SUCH AS: SITTING, STANDING FOR PROLONGED PERIODS OF TIME AND EXTENSIVE USE OF COMPUTER KEYBOARD.

MAINTAIN EFFECTIVE AUDIO-VISUAL DISCRIMINATION AND PERCEPTION NEEDED FOR MAKING OBSERVATIONS, COMMUNICATING WITH OTHERS, READING, WRITING AND OPERATING ASSIGNED EQUIPMENT.