

City of St. Charles Position Description 	Position Title Network Manager			
	Department Information Systems	Division 		
	Full/Part Time Full Time	Section 		
	Reports to Director of Information Systems	Union Non-Union	Positions Supervised Systems Administrator PC and Network Specialist	
	FSLA Status Exempt	Salary Grade G		

Position Description Overview

This position, under the general supervision of the Director of Information Systems, is responsible for the full lifecycle of City Information Systems infrastructure, including, but not limited to, network, server, storage, telephony, and audio/visual equipment and software. Full lifecycle includes planning, designing, implementing, securing, operating, and optimizing these systems. In the absence of the Director of Information Systems, and on a rotating schedule with others in the department, may assume the responsibilities of the Director when administratively assigned.

Essential Job Functions

Standard

1. Take personal responsibility to provide exceptional customer service in order to promote and maintain a positive City image, constructive working environment, and foster pride and professionalism in the workplace and community.
2. Adhere to all departmental and City safety policies.
3. Consistent attendance and punctuality is required.

Position-Specific

1. Actively monitor and maintain all managed technology systems, including performance, security, and system availability. This includes being on-call 24/7 except for scheduled vacation.
2. Analyze and determine appropriate security safeguards to protect data and reliability of all systems.
 - Ensure that patches and security updates are promptly reviewed and applied;
 - Maintain and monitor technology related security systems and report significant anomalies; and
 - Work with City staff to enforce City security policies as appropriate.
3. Ensure proper backups and provision critical systems to allow rapid recovery from failure or disaster to minimize the impact of these events on the organization.
 - Provide high availability options for critical systems; and
 - Work with team to develop, document, and test emergency response and disaster recovery systems and procedures.

4. Plan, design, implement, operate, and optimize communications, network, server, and storage hardware and software to address current and future requirements.
 - This includes the research, specification, and provisioning of new systems;
 - Providing and supporting mobile computing capabilities; and
 - Planned upgrades and migration of existing systems.
5. Plan, design, implement, operate and optimize telephony hardware and software and circuits.
 - Maintain records related to the City's telephony system infrastructure and activity
 - Manage vendor contracts; and
 - Produce reports as needed.
6. Plan, design, implement, secure, operate, and optimize Internet connectivity hardware, software, and circuits.
 - Ensure that the internet connection is secure and well documented;
 - Coordinate with Human Resources to provide appropriate Internet usage monitoring and restrictions; and
 - Ensure connectivity for all Internet applications hosted or utilized by the City.
7. Plan, design, implement, and support special technology projects as necessary, including:
 - Working with other departments, including Public Safety, to coordinate and complete projects;
 - Maintaining a broad knowledge of current and emerging state-of-the-art network security, network communication, and networks technologies, architectures, and products; and
 - Providing programming and configuration support for new and existing applications.
8. Perform primary maintenance of City's Enterprise Resource Planning system and other applications, including:
 - Coordination and implementation of vendor updates to the environment;
 - Environment related troubleshooting; and
 - Ensure proper backups, routine maintenance, and system availability.
9. Plan, direct, and supervise work and employees in the technical support division to realize City and departmental goals, including:
 - Assigning work as appropriate to achieve goals;
 - Establishing performance standards;
 - Training and developing subordinate employees;
 - Monitoring performance and conduct;
 - Participating and making recommendations in personnel matters including hiring, discipline, and termination;
 - Providing feedback and assessing performance; and
 - Ensuring compliance with City and departmental policies, rules, and ethical standards.
10. Manage the first line of support for most user related issues (the Help Desk).

- Manage Help Desk functions and oversee the day-to-day Help Desk activities; and
 - Assure proper support coverage through management of Help Desk technicians and by directly assisting with Help Desk problem resolution.
11. Provide coordination, planning, and technical assistance to support cooperative arrangements with other entities. In particular, this includes St. Charles School District 303, Kane County, Tri-Com, Geneva, and Batavia.
12. Provide for the ongoing usability of systems by:
- Developing and enforcing standards, policies, and procedures related to information technology;
 - Training co-workers and maintaining accurate and detailed support documentation for critical systems.
13. Assist with the development and implementation of the department's mission, strategic plan, business plan, and budget including:
- Continuous monitoring and assessment of technology initiatives and programs;
 - Making suggestions for process and technology improvements;
 - Participating in the review and planning of other departments' technology initiatives
 - Establishing priorities; and
 - Managing the technology budget.
14. Meet and/or exceed customer expectations with an unparalleled commitment to excellent customer service and positively promoting and enhancing the services and programs offered by the City of St. Charles.

Additional Job Functions

Standard

1. Contribute to a positive group environment by:
 - Complying with all safety policies, practices, and procedures, and reporting all unsafe activities to supervisor and/or Human Resources.
 - Participating in proactive team efforts to achieve departmental and City-wide goals;
 - Assisting other co-workers on special projects as required; and
 - Providing leadership to others through example and by sharing knowledge and skills.
2. Perform other duties as required or assigned.

Position-Specific

- Act as a backup for the System Analyst as required.
- Plan, design, implement, operate, and optimize audio/visual hardware and software throughout the City working with consultants as needed and including applications involving:
 - Digital video monitoring and recording;
 - Indoor audio amplification; and

- Recording, meeting room presentation system, overhead paging systems, and audio monitoring systems (Police Department).
1. Contribute articles to City’s monthly internal publication (Grapevine).

Basic Requirements	
For successful performance in this position, the incumbent will need to demonstrate the following:	
Knowledge	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Proficient knowledge in personal computer skills, electronic mail, record keeping, database activity, and word processing. <hr/> <p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Thorough knowledge of various communications equipment. 2. Thorough knowledge and support skills for all versions of Microsoft Windows servers and related installation, design, management and troubleshooting. This includes support of Windows 2000 to current releases. 3. Thorough knowledge of TCP/IP and other network protocols. 4. Thorough knowledge of private branch exchange (PBX), voicemail, and voice over IP (VOIP) systems. 5. Thorough knowledge of Internet connectivity implementation and maintenance issues including advanced Firewall, DNS, DHCP, WINS, Internet content monitoring and filtering, and SMTP based e-mail configuration including spam filtering. 6. Thorough knowledge of advanced Ethernet switching design, including 802.1q tagging, Cisco VTP, and STP and RSTP configuration with multiple redundant loops.
Skills	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Effective interpersonal communication skills for interaction with elected and appointed officials, employees, agencies, other governmental units, and the public. 2. Excellent file maintenance and organizational skills. <hr/> <p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Strong analytical and problem solving skills. 2. Strong written and verbal communication skills, including the ability to read, interpret, and explain complex concepts and requirements clearly and concisely.
Abilities	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Demonstrated ability to handle confidential material and information in an ethical, professional manner. 2. Demonstrated ability to handle multiple tasks simultaneously and in a timely manner.

	<ol style="list-style-type: none"> 3. Demonstrated ability to perform basic mathematical calculations, including the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, and to compute percentages. 4. Ability to function under general supervision and operate within policy guidelines using independent judgment in achieving assigned objectives. 5. Ability to develop work methods and procedures with initiative and good judgment and to use resourcefulness and tact in meeting new challenges. 6. Ability and willingness to receive, handle, and complete confidential submissions, records, reports, and data with utmost honesty, integrity, and confidentiality. 7. Ability to speak and communicate clearly in an office environment. 8. Ability to speak effectively before groups of customers or employees. 9. Ability to compose routine correspondence and routine reports in a clear, concise, logical, and effective manner, utilizing proper grammar, spelling, punctuation, sentence structure, and tone. 10. Ability to collect, logically organize, and analyze information, and make appropriate decisions or recommendations within scope of position responsibilities. 11. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. 12. Ability to accurately proofread and edit documents for correct grammar, spelling, sentence structure, punctuation, tone, and content. 13. Possession of a valid driver's license.
	<p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Ability to write and understand Visual Basic programming in Visual Studio and in VBScript. 2. Ability to write and understand Microsoft C++ programming in Visual Studio. 3. Ability to exercise professional independent judgment in planning own work, formulating recommendations, and making decisions. 4. Ability to analyze and apply technical knowledge to practical use in designing hardware/software specifications for a variety of applications. 5. Ability to adapt to changing priorities and to work under pressure when circumstances dictate. 6. Ability to develop and execute project plans, test plans, and communication plans for technology upgrades. 7. Ability to identify and solve PC and network problems.
<p>Education & Experience</p>	<ol style="list-style-type: none"> 1. Bachelor's degree in Business, Computer Science, Management Information Systems, or a closely related field required. 2. Masters degree desirable.

	<ol style="list-style-type: none"> 3. Eight (8) years of Microsoft and Cisco networking design or support experience. 4. Minimum of two (2) years IP telephony installation and support. 5. Five (5) years of supervisory experience. 6. Possession of Cisco CCNP and a Microsoft MCSE and MCITP certification. 7. Experience with design and installation of network routing and switching. 8. TCP/IP proficiency and experience troubleshooting cabling issues (UTP/5 and fiber). 9. Any equivalent combination of experience and education that provides the required knowledge, skills, and abilities.
Physical/ Environmental Demands	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Physical ability to sit, stand, walk, climb, balance, stoop, kneel or crouch. 2. Physical ability to reach items with arms and hands and manual dexterity and fine motor skills sufficient to perform all essential and additional job functions and basic requirements listed above. 3. Physical ability to hear ordinary conversation, such as questions from residents, as well as other sounds, such as the telephone ringing, etc. 4. Ability to see close, at a distance, and with peripheral vision as well as to adjust vision focus.
	<p><i>Position-Specific</i></p> <p>Moderate physical activity including:</p> <ol style="list-style-type: none"> 1. Ability to lift 40 pounds.

Position Description Acknowledgement

Position Title

Network Manager

Revised/Updated

1/9/15

I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the assignment of essential job functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date

Supervisor

Date

Human Resources

Date