Network Manager - Town of Ithaca
Tompkins County

Department: Town of Ithaca
Classification: Competitive
Approved: 9/24 by HB
By: HB, Deputy Commissioner of Human Resources

MINIMUM QUALIFICATIONS: EITHER:

1. Graduation from a regionally accredited or New York State registered four year college or university with a Bachelor Degree in computer science, computer information systems, network technology or a closely related field **AND** two (2) years of full-time paid (or the equivalent part-time and/or volunteer) experience in a network environment; **OR**

2. Graduation from a regionally accredited or New York State registered two year college or university with an Associate Degree in computer science computer information systems, or a closely related field **AND** four (4) years of full-time paid (or the equivalent part-time and/or volunteer) experience in a network environment; **OR**

3. Graduation from high school or possession of a high school equivalency diploma **AND** eight (8) years of full-time paid (or the equivalent part-time and /or volunteer) experience in a network environment; **OR**

4. Any combination of training and experience equal to or greater than that described in (a), (b) and (c) above.

DISTINGUISHING FEATURES OF THE CLASS: This skilled technical work involves the development, coordination and management of various information technology activities. This position works with all town departments to provide coordination of the computer network system and management of the various information technology activities including data communications networks, cybersecurity, electronic communications, website, social media and voice communication systems including mobile devices. The work is performed in consultation with department heads to serve as a technical consultant assisting in the identification of appropriate software and technology to meet their needs.   Work is performed in accordance with the policies of the Town Board, under the supervision of the Town Supervisor. There is considerable exercise of independent judgment and autonomy in carrying out details of the work with the sole responsibility for technical results.   Supervision is exercised over a small staff and/or interns. Network Manager will perform all related duties as assigned.

TYPICAL WORK ACTIVITIES:

- Manages, oversees and develops Town computer systems, data communications networks and related technology,
- Manages, oversees and supports organizational software including electronic mail, databases, document management, website, electronic surveillance, electronic access, etc.,
- Manages town servers to ensure adequate resources for all town information technology projects, appropriate access controls, and data security,
- Coordinates activities of the contracted service providers,
- Manages with development and implementation strategies to secure and monitor computer systems and networks (with contracted providers, if applicable),
- Communicates regularly with department heads regarding the management of the information technology systems and the impact on their departments,
- Communicates with vendors and technical support to aid in the solution of problems with network hardware and software, copiers, telecommunications and such,
- Acts as "Help Desk" for staff on all information technology and telecommunications equipment,
- Consults with department heads and users to assess technology needs, evaluate projects, analyze requirements and pertinent technical information, and identify solutions,

- Assists departments with the preparation of budget requests and purchases of hardware, software, mobile devices, and other technology,
- Manages budget preparation, purchasing and payment processing of information technology related items,
- Develops and documents operational procedures and protocols, including disaster recovery plans,
- Manages Town's website, and assists departments with website postings, social media connections, including the expansion for residents to do business with the town electronically,
- Participates in the development of long-term planning strategies for automating workflows, electronic records management, software upgrades, database development, and other technologies,
- Oversees information technology related capital projects and monitors project budgets,
- Trains end users on computer systems, some software use, cybersecurity and provides support as needed,
- Keeps professional skills updated and consistent with current technology and trends,
- Assists in the preparation of grant funding documents as requested.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough technical ability and knowledge of local and wide area networks and network servers with the ability to assimilate network technologies,
- Thorough knowledge of physical network connectivity over fiber, ethernet, and Wi-Fi, network protocols, and network security devices.
- Ability to troubleshoot server, computer, printers, copiers, telecommunications, and mobile devices problems,
- Thorough knowledge of networks operating systems ex: Windows,
- Thorough technical ability with and knowledge of computer networks and network servers,
- Good technical knowledge of current and evolving internet technologies,
- Good knowledge of principles, practices, procedures, tools and equipment used in the repair and maintenance of computers,
- Skill in the operation of computer and communication equipment,
- Ability to learn and apply new technology,
- Ability to establish and maintain effective working relationships with board members, department heads, computer users, network and software contractors, and residents,
- Ability to develop reports, proposals, cost analyses, budgets and other documentation,
- Ability to work with and build rapport with suppliers and vendors,
- Ability to perform moderately complex project activities,
- Ability to meet multiple deadlines and conflicting priorities,
- Good communication skills, judgment, high initiative, resourcefulness, dependability and detail oriented,
- Ability to maintain confidentiality,
- The employees physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodations.

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