

The City of Troy is seeking applications for the position of:

Computer Network Manager

This is a full-time position responsible for managing current network equipment for all municipal functions. In addition to computer network the Network Manager is responsible for the management of the department budget and staff. Position requires troubleshooting, solution driven mentality, visioning, keeping up with current trends in the industry and working across multiple departments.

The pay grade and salary range for this position is: CSEA Grade 26, \$69,162 – 101,348

Distinguishing Features of the Class:

The Computer Network Manager has primary technical responsibility for monitoring, operating, configuring, and debugging the City's network and systems. This position is responsible for the configuration, purchase recommendations, setup, installation, development, and maintenance of the network. The Computer Network Manager maintains the overall networking plan including the LAN's and the WAN and Internet connectivity, through consultation with administrators, staff members, and other technical staff. In addition, this capacity develops networking strategies including: addressing assignments, routing and bridging, monitoring firewall and/or security systems, and specifying and maintaining records of network configuration. Within the City of Troy the work is performed under the general supervision of the Director of Operations; Within the School District the work is performed under the general supervision of the Coordinator of Technology Programs. The Computer Network Manager may exercise supervision over the work of the Computer Support Technicians. Does related work as required.

Typical Work Activities:

- Communicate with technical consultants and vendors regarding technology needs;
- Assure a high level of user effectiveness through daily monitoring of user complaints and surveying user satisfaction of technical support services performance;
- Assist in the evaluation of user projects in terms of use within the network environment;
- Attend system technology meetings;
- Provide telephone support for systems users;
- Work on the design, configuration and implementation of file servers; network operation system, networked applications and other network related software components;
- Prepare network hardware and software configuration based on end user requirements within agreed upon time schedule;
- Maintain awareness and knowledge of technological changes in the fields of networking hardware and software;
- Perform file purge operations needed to maintain optimum resource utilization;
- Perform and coordinate network hardware and software maintenance services, including performance of diagnostic routines, isolation of problems, correction of problems through component replacement or installation of communications software patches or "work-around";
- Oversee a system for providing technical support to all operations and provide on-site assistance as needed;
- Perform the installation, upgrading and updating of all network hardware and software products;
- Perform and/or coordinate preventative maintenance cleanings and inspections of network hardware in all designated areas of the system;
- Monitor and evaluate performance and recommend changes to network installations;
- Prepare end user cost estimates including initial purchase and lease costs, maintenance, supply and other costs impacting either the operating or capital budgets within the allotted time;
- Assist in the management of administrative files including access to confidential personnel and fiscal data;

- Provide capacity monitoring, utilization reports, forecasting and key metrics to ensure the computer rooms and system continue to be able to support current and future needs;
- Provide technical leadership and guidance to other departments to ensure knowledge transfer and knowledge growth within the City;
- Take direction from the administration and translate into appropriate priorities for the data services staff to ensure critical projects are complete in a timeline and order that is aligned with the administration's expectations;
- Ensure backups of the systems and devices in the datacenter including, but not limited to the actual backup software for network devices and servers, the restoration process, training on the systems and process and randomly audit to ensure proper operations;
- Perform special assignments as needed.

Full Performance Knowledge, Skills, Abilities, and Personal Characteristics:

Thorough knowledge of the Lan and Wan networking systems; Thorough technical knowledge of network and internet connectivity; Good knowledge of various networking hardware and software and their specific capabilities; Ability to monitor, operate, configure, and debug the technology network; Ability to plan and supervise the work of the Computer Support Technicians; Ability to organize complex data and prepare reports and records; Ability to understand and interpret complex oral instructions and/or written directions; Ability to perform close, detail work involving considerable concentration; Good communication, initiative, and resourcefulness.

Minimum Qualifications:

Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science or related field and five (5) years computer experience, one year (1) of which shall have included LAN or WAN experience;

OR

Graduation from High School or possession of a GED and seven (7) years of computer experience, one (1) year of which shall have included LAN or WAN experience.

NOTE: Possession of a Bachelor's or Master's Degree may be used as a substitute for experience on a one for one basis.

The selected qualified candidate will be required to take an exam administered by the NYS Dept. of Civil Service and become reachable on the resulting eligible list to secure permanent status in the title. If not a Troy resident, the successful candidate will have ninety (90) days to move into the City and maintain residency.

The City of Troy is an Affirmative Action / Equal Employment Opportunity employer. Hiring and promotion decisions in the City service are based solely upon qualifications and ability, and the City does not discriminate on any other basis. Minorities are encouraged to apply.

Please forward Employment Application demonstrating that you meet the minimum qualifications of the position by

September 20, 2019

to:

City of Troy Personnel/Civil Service Office

433 River Street

Troy, NY 12180

Email: employmentopportunities@troyny.gov Fax: 518-268-1686