MAJOR FUNCTION

This is responsible professional, supervisory, technical, and administrative work installing, supporting, maintaining and safeguarding all components of the City's networked computer systems and work in server systems, software, maintenance and security of data center computer systems. The incumbent is also responsible for recommending and implementing local area network (LAN) policies and standards, ensuring user adherence to security procedures; evaluating vendor products in hardware, software and telecommunications equipment and recommending purchases consistent with the organization's objectives. Work is performed with considerable independence under the general direction of the Enterprise Architecture Manager and is reviewed through conferences and written reports for achievement of desired objectives.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties
Network: Plans, organizes, and supervises the technical staff engaged in City-wide network connectivity, network support, maintenance and security of the City's computer systems. Installs, configures and maintains organization's local area network and wide area networked systems and administers the networks. Designs and supports server system(s) and supporting software. Analyzes future needs for acquisition. Establishes and maintains documentation and technical information library. Coordinates the analysis and review of network hardware and systems software. Coordinates data communications and microcomputer network design and maintenance. Establishes and maintains data security for computer systems. Monitors network system performance and makes recommendations to improve efficiency. Conducts reviews of systems in the technical support area and makes recommendations to management concerning the acquisition and implementation of such systems. Establishes and implements LAN policies, procedures and standards, ensuring conformance with information systems and objectives. Develops and writes procedures for installation, use and solving problems of communications hardware and software. Trains users on LAN operations and procedures. Conducts performance evaluations and recommends approval or disapproval of merit increases. Recommends the selection, transfer, promotion, grievance adjustment, discipline or discharge of employees. Performs related work as required.

Server Support: Plans, organizes, and supervises technical staff engaged in City-wide server based systems, storage systems, server software, and maintenance and security of data center server computer systems. Coordinates the analysis and review of hardware and system software for a data center environment. Manages and establish data center configuration and security policies, communications and maintenance schedules. Establishes and maintains documentation and technical information library for data center and server operations. Monitors system performance of servers, SAN storage systems and makes recommendations to improve efficiency. Conducts reviews of systems in the technical support area and makes recommendations to management concerning the acquisition and implementation of such systems. Manages and recommends the selection, transfer, promotion, grievance adjustment, discipline or discharge of employees. Conducts performance evaluations and recommends approval or disapproval of merit increases. Performs related work as required.

Other Important Duties
Performs special projects, assigned. Serves on ad hoc teams and committees. Schedules assigned staff to attend training and developmental events. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills
Network: Thorough knowledge of network systems analysis, routing and fiber optics, network security, data communications techniques, principles and practices. Thorough knowledge of modern

data processing applications, equipment, and the functions of multi-processing computer operations. Ability to plan, schedule, coordinate, and supervise the activities of a staff of technically trained individuals. Ability to analyze a wide variety of highly technical materials and to develop appropriate recommendations. Ability to consult and train other employees in the use of technical software. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to communicate effectively, clearly, and concisely, orally and in writing. Ability to supervise subordinates in a manner conducive to full performance and high morale.

Server Support: Thorough knowledge of troubleshooting techniques for system analysis and analytics. Knowledge of Microsoft clustering configurations. Knowledge of data center network communications configuration techniques, principles and practices. Requires the ability to analyze data captures traces of systems and determine cause and propose solutions. Knowledge in the EMC SAN storage systems, Brocade network configurations, VMWARE virtualization software and Windows server operating system for configurations and operations. Strong knowledge of modern data center cloud based and on-premise applications, equipment, and the functions of multi-processing computer operations and security of such systems. Ability to plan, schedule, coordinate, and supervise the activities of a staff of technically trained individuals. Ability to analyze a wide variety of highly technical materials and to develop appropriate recommendations without direct supervision. Ability to consult and train other employees in the use of technical software. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to communicate effectively, clearly, and concisely, orally and in writing. Ability to supervise subordinates in a manner conducive to full performance and high morale.

Minimum Training and Experience
Network: Possession of a bachelor's degree in data processing, information systems, computer science, business or public administration, or a related field and four years of technical or professional experience that includes design and installation of networks to support applications and user environments such as E-Mail, Internet and Intranet, or supporting wireless connectivity for users for multiple sources systems; or an equivalent combination of training and experience.

Server Support: Possession of a bachelor's degree in information systems, computer science, business or public administration, or related field and four years of technical or professional experience that includes systems analysis and/or technical support; or an equivalent combination of training and experience. Two years of the required experience must include project management, server engineering, database design and management and cloud based architecture.

Necessary Special Requirement
At the department director's discretion, a valid Class E State driver's license may be required at the time of appointment.

Established: 02-19-05
                  07-13-09*
Inactive   11-23-15
Re-established: 01-07-17