

NETWORK MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This is a highly technical support position with primary responsibilities for the planning, development, installation, monitoring, operation, configuration and debugging of computer network systems. The incumbent will be required to analyze and diagnose network hardware and software problems, research and install new computer network hardware and software systems and products, and train users on new software and equipment. The work is performed under general supervision with a wide leeway allowed in carrying out the details for the work. Does related work as required.

TYPICAL WORK ACTIVITIES (Illustrative Only):

Analyzes existing systems and makes recommendations for updating systems in terms of new computer hardware and software; Analyzes and takes corrective action to resolve computer and data communication hardware and software problems and local area network problems; Installs and maintains networking software and hardware operating systems; Configures department workstations and networks; Designs program specifications, documentation forms, flowcharts and diagrams; Performs routine and regular maintenance on computer related communications and networking equipment; Researches and evaluates new computer hardware and software products; Maintains up-to-date knowledge of new trends and technology for computer hardware, software and networking; Prepares instructional manuals for users and trains users in the operation and maintenance of computer hardware and software; Ensures security and efficiency of computer systems; Tests new computer hardware and software; Makes or coordinates repairs to equipment as needed; Consults with vendors, distributors, and users regarding the purchase of computer hardware, software and networking equipment; Maintains inventory of hardware equipment; Maintains logs on all trouble calls and equipment repairs. Operates and maintains work vehicle as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of micro-computers and product technology; Good knowledge of logical operations of computers and data communication devices in local or wide areas based environments; Working knowledge of data processing methodology and techniques including documentation of data security; Ability to define and recommend micro-computer documentation of data security; Ability to detect and resolve micro-computer breakdowns and problems; Ability to effectively teach and instruct novice micro-computer users; Ability to deduce problems logically; Ability to configure work stations and networks; Ability to establish and maintain effective working relationships, initiative, patience, dependability and good judgment; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in computer science, computer technology, data processing, management of information systems or closely related field and one year of experience involving responsibility for the maintenance, configuration, or installation of mainframe and/or micro-computer hardware and software which shall include networking; OR
- B. Graduation from a regionally accredited or New York State registered college or university with an associate's degree in computer science, computer technology, data processing, management of information systems or a related field and three years of work experience as defined in (A) above; OR
- C. Five years of experience as defined in (A) above;
- D. An equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

NOTE: A valid New York State driver's license is required at time of appointment.

Approved 10/29/02