CITY OF POCATELLO
CLASSIFICATION SPECIFICATION

Network Manager

Department: Information Technology   **Reports to: Chief Information Officer**   **Pay Grade: H14**

Date Established: 3/2014   **Date Revised: 12/2017**   **FLSA Status: Exempt**

CLASSIFICATION SUMMARY

The Network Manager manages the City's networks of firewalls, routers, switches, network connectors, servers, supervisory control and data acquisition (SCADA) systems, and related equipment to ensure its security and connectivity. The job also manages the Voice over Internet Protocol (VoIP) phone system.

Work involves managing, planning, installing, and supporting the physical layer of the LAN/WAN communication network; analyzing the cost/benefit of major networks; designing, configuring, and coordinating upgrades and connections for all devices relying on the network; analyzing and implementing new technologies; performing network services; monitoring network communication; and providing technical overview and consultation in design, installation, configuration, and monitoring of physical infrastructure.

The job requires comprehensive knowledge of and experience in network and computer hardware and software, SCADA systems, installing technical infrastructure, troubleshooting and managing installs, and functional knowledge of communication standards, IEEE and EIA/TIA Standards as they relate to communications and physical connectivity of all media types.

The work environment is a Department office and field environment that may include exposure to adverse weather conditions, working on building roofs, and hazards involving the use of power tools and equipment. The noise level is generally moderate.

The job is an on-call position, responding to emergency situations.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Manages the City's network of routers, firewalls, switches, servers, operating systems, wireless systems, SCADA systems, and related equipment to ensure the connectivity and security of the City's computer systems.

Manages, plans, designs, installs and supports the physical layer of the LAN/WAN communication network. Resolves connectivity issues. Performs planning, needs justification, and cost/benefits of major network (both LAN/WAN) systems, physical cabling, and network communication connectivity to other computing environments. Designs, configures, and coordinates upgrades, and connections for all devices relying on the network. Identifies future City infrastructure requirements and researches, analyzes and implements new technologies as suggested. Performs related network services including warranty, installation, and configuration.

Ensures constant availability for all network users with minimal downtime. Monitors network communication throughput, resolving delays and/or downtime within segments of the LAN/WAN systems of the City and all network users requiring connectivity. Analyzes, designs, implements, troubleshoots, and maintains connectivity for all devices on the network. Investigates user problems, performs diagnostics, analyzes, troubleshoots, and resolves user, network, and system problems that cross department lines. Troubleshoots and oversees modifications to enhance network operating efficiency and ensures operating problems are resolved.

Designs and tests local and wide area physical, and SCADA connections to meet the needs and

requirements of the user. Provides technical overview and consultation in design, installation, configuration and monitoring of physical infrastructure. Designs, configures, implements, and troubleshoots network infrastructure devices for various users for all City departments and divisions including the Police and Fire department vehicle connections.

Assists with preparing and implementing Department budget, projecting costs for future fiscal years.

Assists City employees with the information technology and telephone systems. Answers questions, provides information and technical support, and troubleshoots and resolves hardware and software problems.

Maintains records, logs, and documents of installations, upgrades, repairs, and system operations.

Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

CLASSIFICATION REQUIREMENTS
The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.
Knowledge of:
• Operation of the City's computer and information technology systems to ensure connectivity and security;
• IEEE and EIA/TIA Standards;
• SCADA technologies and systems
• Methods and techniques of installing, maintaining, and upgrading the City's computer network, hardware, and software, including but not limited to routers, firewalls, switches, servers, operating systems, wireless systems, fiber optic networks and technology, wiring topologies, and related equipment;
• Methods and techniques of performing scheduled system upgrades;
• Methods and techniques of troubleshooting and performing repairs on network equipment;
• Methods and techniques of maintaining system security, including virus and malware protection;
• Methods and techniques of maintaining City VoIP telephone system;
• Operation of standard office equipment;
• Customer service methods, techniques, and objectives;
• Federal (OSHA) regulations and City policies regarding safe work practices;
• Operation of a personal computer and job-related software applications.

Skill and Ability to:
• Install, maintain, and upgrade the City's computer networking system to ensure connectivity and security;
• Manage the broadband connections to City Hall and Local Area (LAN) and Wide Area (WAN) networks connecting City Hall to outlying City facilities;
• Manage the VoIP phone system;
• Design, implement, and manage various SCADA systems;
• Manage the Police and Fire department vehicle connections;
• Install new computers, related hardware, and software;
• Perform scheduled system upgrades;
• Troubleshoot and perform repairs on equipment, including ordering and maintaining inventory of repair parts;

- Maintain system security, virus, and malware protections;
- Assist City employees with the information technology and telephone systems;
- Maintain records, logs, and documents of installations, upgrades, repairs, and system operations;
- Provide efficient customer service;
- Operate basic office equipment;
- Operate a personal computer and job-related software and applications;
- Maintain a professional demeanor at all times;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS
- Bachelors of Science Degree in Computer Science or similar field or other advanced equivalent computer training required;
- Advanced degree in similar field desired;
- Cisco, Microsoft system technician, and cybersecurity certification preferred;
- One (1) to Three (3) years of experience is preferred;
- Idaho driver's license required.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS
While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, climb ladders, work at heights, use hands to handle materials, manipulate tools, keyboard and type, operate a motor vehicle, reach with hands and arms, and operate job-related equipment. The employee must occasionally lift and/or move up to 50 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.