

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, software systems and products, and train users on new software and equipment. The work is performed under general supervision with 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 problems, 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 computers and product technology; Good knowledge of logical operations of computers, and data communication devices in local or wide area-based environments; Working knowledge of data processing methodology and techniques, including documentation of data security; Ability to determine threats to data security and recommend approaches to mitigate risk; Ability to detect and resolve computer breakdowns and problems; Ability to effectively teach and instruct novice 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. Bachelor's degree in computer science, computer technology, computer engineering, 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. Associate's degree in computer science, computer technology, computer engineering, 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: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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

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