MANAGER OF NETWORKING AND TELECOMMUNICATIONS

DISTINGUISHING FEATURES OF THE CLASS: Incumbents in this position, located in the Department of Information Technology, is responsible for supervising and managing the design, architecture, installation, ongoing monitoring and maintenance of network equipment including, but not limited to, Switches, Routers, Firewalls, both virtual and physical, and related management and monitoring platforms. Responsibilities also include the County voice and video system design, implementation, maintenance, management, and monitoring. Work is performed under the general supervision of the Chief Information Officer or Deputy Chief Information Officer with leeway allowed for the use of independent judgment. Supervision is exercised over subordinate technical positions. Does related work as required.

TYPICAL WORK ACTIVITIES:

Supervises and manages the Network and Telecommunications team and schedules work assignments;

Trains staff, prepares staff evaluations, and schedules staff leave for review with Deputy CIO;

Directs, coordinates and assists with the installation and relocation of hardware and software for network equipment, including architecture, design, configuration and transport, in accordance with established procedures and industry best practices;

Coordinates and performs periodic preventative maintenance in accordance with manufacturer recommendations, departmental standards, and security policies;

Determines standards and procedures for installation and maintenance of network hardware and software;

Ensures that voice and data networks and associated equipment are designed and architected for high level performance when implemented, in accordance with Broome County objectives;

Monitors, modifies, updates, or replaces internal equipment software and hardware as required;

Investigates network outages or performance issues and assigns staff to remediate;

Supervises, coordinates, and performs diagnosis of failures to determine whether they are induced by software or hardware;

Develops and prepares network documentation, specifications, standards, instructions and user manuals as needed;

Notifies appropriate Information Technology staff of hardware and software failures and provides a resolution;

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Continuously monitors technological advancements and cybersecurity trends to identify opportunities for innovation, risk mitigation, and process improvement;

Assists with the preparation of departmental budget as relates to network and telecommunications systems;

Reviews analyses and technical feasibility to develop voice and data network deployment strategies;

Assesses and reviews voice and data network growth forecasts and ensures that county needs are translated into network capacity requirements;

Consults with vendors, distributors and users regarding the purchase of network hardware and software related to voice, video and data systems;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the components, operation, maintenance and repair of network equipment;

Thorough knowledge of standard communications protocols;

Thorough knowledge of data communications and basic electronics terminology;

Thorough knowledge of LAN and WAN network systems including those used for voice, video and data systems;

Good knowledge of the principles and practices of supervision;

Good knowledge of network communications software and protocols;

Good knowledge of wireless local and wide area network administration;

Ability to plan, organize, coordinate, administer and evaluate the effectiveness of program plans and provision of services related to voice, video and data systems;

Ability to design, install, update and maintain LAN and WAN networks including those used for voice, video and data systems;

Ability to establish and maintain effective working relationships;

Ability to train others in the configuration, operation, and configuration of voice, video and data systems;

Ability to design, engineer, and implement voice, video and data systems;

Ability to analyze voice, video and data system problems with the ability to recommend and implement workable solutions;

Ability to communicate effectively both orally and in writing;

Ability to train and direct the work of others;

Ability to write proposals and cost estimates;

MINIMUM QUALIFICATIONS:

A) Possession of a Bachelor's degree in network administration, telecommunication engineering, computer science, computer technology, data processing, management information systems, information resource management, or closely related field, <u>AND</u> three (3) years' experience in the installation of network hardware and software and the configuration and administration of local and wide area networks, including the design and engineering of Local Area/Wide Area Networks (LAN/WAN), telecommunication systems, telephone systems, audio/visual systems, and/or server, storage and/or telephony; OR

B) Possession of an Associate's degree in network administration, telecommunication engineering computer science, computer technology, data processing, management information systems, information resource management, or related field, <u>AND</u>: Five (5) years' experience involving the installation of network hardware and software and the configuration and administration of local and wide area networks including the design and engineering of Local Area/Wide Area Networks (LAN/WAN), telecommunication systems, telephone systems, audio/visual systems, and/or server, storage and/or telephony; OR

C) Graduation from high school or possession of an equivalency diploma AND seven (7) years' of experience involving the installation of network and/or telephony hardware and software and the configuration and administration of local and wide area network, including the design and engineering of Local Area Wide Area Networks (LAN/WAN), telecommunication systems, telephone systems, audio/visual systems, and/or server, storage and/or telephony; OR

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 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 of 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 https://www.cs.ny.gov/jobseeker/degrees.cfm. You must pay the required evaluation fee.

SPECIAL REQUIREMENT: Possession of a valid license to operate a motor vehicle in the State of New York will be required at time of appointment and maintain same while in the title.

"**BACKGROUND INVESTIGATION AND ADDITIONAL SCREENINGS:** Each candidate is subject to a thorough background investigation to comply with requirements related to security, data types and supported systems. A conviction at any time may bar appointment to this position, result in termination and/or require additional screening at the discretion of the employer."

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