

**UNIFIED JUDICIAL SYSTEM
POSITION DESCRIPTION**

NETWORK SERVICES MANAGER

CLASS CODE: 99-31-15

POSITION PURPOSE

Manages the Network Services Office in the Division of Information and Technology (I/T) Operations in the Unified Judicial System (UJS) by supervising assigned staff; overseeing operational capabilities of hardware, software, and network equipment owned and used by UJS; identifying equipment needs and costs and preparing documentation for budget items; managing projects involving UJS staff, contractors and vendors, and the Bureau of Information and Technology (BIT); and planning for improvements in procedures and documentation to ensure continuous and successful network operation for UJS statewide.

DISTINGUISHING FEATURE

This position directs the planning, design, installation, and maintenance of UJS's computer systems statewide to maximize operational capabilities for court personnel; and provides technical guidance and evaluation for staff to ensure acceptable service levels.

MAJOR RESPONSIBILITIES

Note: The duties listed are typical examples of work performed by positions in this job classification. Not all duties are included, nor is the list exclusive.

1. Administers the Network Services program and manages assigned staff to contribute to the development and maintenance of Information and Technology functions of the UJS statewide.
 - a. Supervises subordinates by participating in selection of staff, providing training and work direction, approving leave, addressing staff problems and recommending disciplinary actions, and conducting performance appraisals and maintaining documentation.
 - b. Prioritizes requests for services and assigns work to appropriate staff; and monitors assignments to ensure projects are completed successfully and on time.
 - c. Supervises installation and maintenance of Video Conferencing sites including cost analyses, configuration options, firmware upgrades, user and procedure manuals, coordination with non-UJS vendors and agencies, and compatibility with existing state networks.
 - d. Provides hardware and software requirements and cost estimates for budget planning.
2. Develops policies, standards, and procedures to successfully accomplish work delegated to the Network Services program.
 - a. Develops installation standards for computer hardware and software.
 - b. Develops installation standards for videoconferencing, audio, and multi-media environments.

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- c. Sets procedures for and supervises backup and restoration procedures on network servers and operating systems.
 - d. Sets computer support, network services, and security standards for the UJS.
3. Develops and maintains computer networks to ensure access and allocation of resources to network users.
 - a. Analyzes users' needs and determines feasibility for new or existing networks.
 - b. Plans, installs, and configures file servers, print servers, email servers, workstations, network operating systems, associated software applications, emulation packages, and communications software.
 - c. Provides technical support and consultation to support staff.
 - d. Provides direction for system and network design parameters.
 - e. Plans for, designs, and implements software upgrades and new technologies.
 - f. Coordinates activities with service providers, clients, and contractors.
 - g. Develops project schedules, monitors progress, and reviews completed work.
 4. Performs other work as assigned.

SUPERVISORY FUNCTIONS

This position supervises development and maintenance of computer networks; and policies, standards, and procedures for network services; proposes and implements statewide policy for network and workstation data security; supervises installation and maintenance of hardware and software; administers the network services program and supervises staff.

ESSENTIAL FUNCTIONS REQUIRE

In-state travel for project implementation, meetings, and training; operating computer systems' hardware and technology; lifting heavy equipment and occasional use of ladders during installations; operating standard office equipment such as copier, telephone, etc.; and attendance in accordance with rules and policies. The incumbent is also required to work effectively with coworkers and the public; understand, evaluate, and analyze statistical data and draw reasonable and accurate conclusions from that data; manage stress appropriately; possess organizational and leadership skills; meet deadlines; demonstrate initiative and motivation; and communicate (verbally and in writing) complex technical concepts and ideas to non-technical individuals.

PROBLEMS AND CHALLENGES

Challenges include planning and preparation for integration of new or upgraded network technology. This is challenging because it involves analyzing the impact over a wide variety of network components; minimizing downtime and changes for users while still moving forward; and ensuring changes conform to the rest of state government and BIT guidelines. Further challenged to manage the variety of issues that accompany broad systems of technology and narrow down causes and create solutions.

Problems resolved include managing and monitoring technical staff with a wide variety of work assignments and making sure projects are completed well and on time; determining what equipment to replace for all of UJS and the potential costs; and working on projects with vendors and contractors who are not always on the same time line as staff.

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DECISION-MAKING AUTHORITY

Decisions include work assignments to appropriate staff; project priorities and timelines; hardware and software needed for installations or upgrades; policies, standards, and procedures for network development, operation, and maintenance; design, layout, and configuration of computer networks; recommendations for expansions in technology; recommendations for budget items and estimated costs; and recommendations for disciplinary actions.

Decisions referred include approval of expenditures; non-network policies, procedures, and standards; and disciplinary actions.

CONTACT WITH OTHERS and PURPOSE

Daily contact with users and staff to answer questions, solve problems, and coordinate and schedule projects; and occasional contact with vendors to discuss problems, non-court entities and vendors in planning for ITV sites, and Executive Branch (BIT) employees to discuss and resolve problems.

WORKING CONDITIONS

The incumbent works in a typical office environment. Installations and repairs may require working in cramped or confined spaces, lifting heavy equipment, and exposure to electrical hazards. The incumbent may be subject to on-call or after-hours work to resolve critical system problems, as approved by the supervisor.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:

- network administration functions including the design, installation, compatibility, connectivity, software, and operating systems associated with networks;
- video and audio technologies to include the design and installation of videoconferencing and multi-media environments.

Skill in:

- leadership;
- organizational management;
- time management.

Ability to:

- supervise;
- diagnose and resolve network problems;
- research new technologies;
- establish and maintain effective working relationships;
- communicate effectively with others;
- organize large installation and upgrade projects, usually on a statewide basis.

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Education:

Bachelor's degree from an accredited university or college in computer science, computer networking, computer security, or a related field.

Experience:

Three (3) years of progressively responsible experience in computer hardware/software support, computer security, computer networking, or an equivalent combination of related education and experience.

Two (2) years experience supervising computer/network support positions and certification from the Institute for Court Management Court Management Program (CMP) is preferred.