

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 staff to develop and maintain UJS IT functions 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 Audio-Video solutions 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 for the Network Services program to ensure consistent installation of hardware and systems.
 - a. Develops installation standards for computer hardware and software.
 - b. Develops installation standards for video conferencing, audio, and multi-media environments.
 - c. Sets procedures for and supervises backup and restoration procedures for desktops, notebooks, mobile devices, and court room Audio/Video recording systems.

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- d. Sets computer support and network services standards for the UJS.
3. Develops and maintain standards to ensure access and allocation of resources to network users.
 - a. Analyzes users' needs and determines feasibility for new or existing technology.
 - b. Plans, installs, and configures desktops, notebooks, iPads, mobile devices, operating systems, associated software applications, emulation packages, and communications software.
 - c. Provides technical support and consultation to support staff.
 - d. Provides staff direction to research, identify, and resolve problems with non-documented hardware and software.
 - e. Plans for, designs, and implements software upgrades and new technologies.
4. Coordinates and communicates with various entities to ensure technical issues are resolved in an efficient manner.
 - a. Works closely with other IT staff and departments to ensure seamless service delivery.
 - b. Delivers responsive and effective help desk support to address and resolve clients' technical issues.
 - c. Manages and respond to IT incidents and problems in a timely manner.
 - d. Communicates effectively with users to understand and resolve their technical issues.
 - e. Coordinates activities with service providers, clients and contractors.
 - f. Develops project schedules, monitors progress, and reviews completed work.
 - g. Coordinates regular meetings with Network Service staff to ensure understanding and compliance with all standards, policies, and recent changes.
5. Provide project planning and management to ensure projects have well-defined goals, timely completion, and detailed documentation.
 - a. Develops comprehensive project plans that outline scope, goals, deliverables, required resources, budget, and timing.
 - b. Maintains comprehensive project documentation, including plans, status reports, meeting minutes and change requests.
6. Performs other work as assigned.

SUPERVISORY FUNCTIONS

This position supervises development and maintenance of computer systems; 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; provides mentoring and creates training plans.

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

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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 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 maintain technical proficiency and knowledge of diverse and continually changing hardware and software technologies. Proactively addressing issues while identifying possible future issues and presenting 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 timeline as staff.

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 to answer questions, solve problems, coordinate, and schedule projects; occasional contact with vendors to resolve problems; with the Executive Branch BIT to resolve infrastructure network and security related issues; and IT staff in all areas necessary to identify 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

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Knowledge, Skills and Abilities:

Knowledge of:

- the principles of computer science;
- network administration;
- a wide variety of computer software, hardware, and peripherals;
- installation, compatibility, connectivity, and operating systems.

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.

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.