City of Inglewood Job Description
Class Code: 857

NETWORK & SUPPORT SERVICES MANAGER

DEFINITION

Under general supervision, ensures all servers and client workstations are configured, installed and working properly on the City's Local Area Network. Manages staff engaged in providing technical support to clients.

ESSENTIAL FUNCTIONS

Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class. Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS

Manages, oversees and maintains the installation of all servers, workstations, printers and peripherals for City staff; supervises City staff within the network Division of Information Technology Communication; prioritizes, schedules and assigns work orders for service and installation submitted by city staff; assists IT help desk with technical support and network related issues; prepares performance evaluations for assigned staff; monitors hardware functions, enhancements and improvements.

Purchases and deploys city staff cell phones; manages and orders the installation of personal computer and server software; maintains library of City software and licensing information; assists with Division budget and compiles annual PC hardware requests; drafts, composes, reviews, edits and/or revises a variety of written documents, summaries and reports.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS

Knowledgeable of advanced network system principles and practices

Knowledgeable of personal computer applications and hardware support and maintenance

Knowledgeable of user support and training methods and techniques

Skilled in managing, delegating and evaluating work of assigned staff

Skilled in prioritizing and scheduling installation and service activities

Skilled in providing and following oral and written instructions

Skilled in establishing and maintaining positive and productive working relationships with both internal and external customers

Ability to effectively communicate verbally and in writing in English with all levels of staff Ability to perform essential duties with little to no immediate supervision

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

Work is performed in an office environment. Work may require frequent standing, walking, bending, and lifting up to 60 pounds. May be exposed to repetitive motion, vision to monitor and electrical current.

QUALIFICATIONS

A Bachelors Degree in Information Technology, Computer Networks or closely related field, **AND** five (5) years experience in network operation and technical support including two (2) years at a supervisory level; **OR** an equivalent combination of education and experience.

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