

Department: Information Systems
Classification: Competitive
Grade: 10 M/C 40 Hr Scale (Union Position)

SPEC DISK C7
DOCUMENT 74

PUBLIC SAFETY NETWORK OPERATIONS SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: This is supervisory work of a highly technical nature which involves responsibility for developing and implementing network operations policy, program priorities and developing and maintaining hardware configuration. This process also includes the installation of all network equipment software. Incumbent will be assigned to provide support services to various departments utilizing the network and computer systems within a twenty four hour public safety facility. The work is performed under the general supervision of the Information Systems Director. Supervision is exercised over operations personnel on all shifts. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Prepares network and associated equipment for installation;
Modifies, updates and replaces internal network equipment parts as required;
Modifies, updates and replaces network equipment software as required;
Responds to maintenance service requests related to network equipment;
Oversees the design of global network standards including communications protocols, security standards and related procedures;
Receives user calls regarding network-related problems and performs the appropriate action to resolve the problem;
Performs diagnosis of failures to determine whether they are induced by network software or hardware;
Assists with the preparation of network documentation, specifications, standards, instructions and user manuals as needed;
Notifies appropriate Information Systems staff of software or hardware failures and performs diagnostics;
Works with contract and vendor supplied personnel engaged in the installation, maintenance and repair of network hardware and software;
Maintains operating records and prepares routine operating reports;
Assists in managing inventory of network and associated equipment;
Provides input into the selection of employees, and trains employees as needed;
Approves employee work schedules and employee leave requests to assures staffing on all shifts if necessary;
Evaluates equipment and makes recommendations concerning the acquisition of that which would be advantageous to the County;
Ensures the maintenance of an inventory of supplies required for the operational function in the department;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the theory and practice of complicated network operations; Thorough knowledge of the network operating system, including utilization and potential; Thorough knowledge of the use and general maintenance of network and computer equipment; Thorough knowledge of tape and disk network storage procedures

and techniques; Working knowledge of the techniques of data communications equipment; Ability to exercise good judgment in making immediate operational decisions affecting on-line computer and network support; Ability to understand and interpret complex written material; Ability to communicate effectively, both orally and in writing; Ability to plan and supervise the work of subordinates in a manner conducive to full performance; Ability to establish and maintain documentation standards and procedures; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in computer science or related field and two years of supervisory experience in the operation of a computer network; OR

B) Completion of 60 semester credit hours at a regionally accredited or New York State registered college or university, including 12 credits in computer science or electronic data processing, six of which were directly related to the operation of a computer network, and six years experience in the operation of a computer network, two of which must have been in a supervisory capacity; OR

C) Eight years of experience in the operation of a computer network, two years of which must have been in a supervisory capacity; OR

D) An equivalent combination of training and experience as defined by the limits of A), B) and C) above.

Created:

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