

SYSTEMS AND NETWORK SUPERVISOR

(Range 128)

DEFINITION

Performs installation, monitoring, maintenance, operations, optimization, supervision and modification of network, minicomputer and microcomputer systems hardware, operating system and software, telephone system, and other network services and supervises assigned staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Information Technology Director and direct supervision from the Assistant Information Technology Director.

Exercises direct supervision over the systems and networking operations staff of the Information Technology Department.

ESSENTIAL AND MARGINAL FUNCTIONS--Essential and marginal functions and responsibilities may include, but are not limited to the following:

Essential Functions:

1. Stays abreast of current trends and developments in the areas of network maintenance and operations, minicomputer and microcomputer hardware and operating systems, telephone system, and applications and diagnostic tools.
2. Specifies and evaluates network, minicomputer and microcomputer hardware and software systems upgrades, and oversees their installation, configuration, implementation and integrations with other systems.
3. Specifies, designs, writes, tests, documents and implements scripts and other programs as required to support systems operations in a variety of programming and scripting languages.
4. Designs, installs, maintains, documents, and optimizes Local Area Networks (LAN) and Wide Area Networks (WAN), including cable plant.
5. Configures and modifies operating system parameters, scripts, diagnostic tools, database management systems, application development systems, telecommunications systems and other third-party systems.
6. Configures, modifies, installs, supports, and maintains third-party applications running on supported network, minicomputer and microcomputer hardware and software systems.
7. Maintains contact with vendor help desks and outside agencies for the purpose of developing system enhancements, upgrading, and solving systems and network related problems.
8. Manages effective working relationships with vendors including hardware providers, server software providers and other application vendors.
9. Manages technical relationships between the Library District, corporate customers, and inter-governmental agencies to ensure quality of service.
10. Troubleshoot and repair network related issues.

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11. Develops, specifies and implements strategies for continued and improved network, minicomputer and microcomputer system efficiency; develops performance metrics and insures efficient operation of the systems to achieve management goals and objectives.
12. Assists in the preparation of the Library District's Technology Plan, and other strategic plans and reports as required.
13. Develops and implements strategies to meet the Information Technology Department goals and objectives in conjunction with the Library District's Technology Plan and other strategic plans.
14. Responds to inquiries and concerns from staff and patrons in a courteous and timely manner and makes periodic visits to the various sites.
15. Advises and consults with senior-level management in defining customer needs as they relate to network-based technology.
16. Supervises subordinate staff to include scheduling, training, working with staff to correct deficiencies, disciplining, and completing performance evaluations.
17. Directs and prioritizes the work of subordinate staff.
18. Coordinates in-service training as it pertains to network and minicomputer, and microcomputer hardware and software systems.
19. Interprets and implements Library District policies and procedures.
20. Attends staff and other miscellaneous meetings.
21. Operates and utilizes office equipment including but not limited to: personal computer, the Internet, e-mail, copy machine, telephone, and facsimile machine.
22. Operates Library District vehicles.
23. Collaborates on the analyzing, designing, and implementing of enterprise security processes.
24. Assists in the creation, testing, and implementing of disaster recovery procedures.

Marginal Functions:

1. Serves as a technical resource to Library District patrons and staff.
2. Attends and participates in professional group meetings.
3. Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of LANs, WANs, routers, switches, file servers, internet filters, firewalls, wireless access equipment, remote access systems, data cabling topologies, and electrical systems.

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Knowledge of network, minicomputer and microcomputer hardware and software systems, telephone systems, peripheral equipment, and associated subsystems.

Knowledge of current trends and developments in the fields of network, telephone systems, minicomputer and microcomputer hardware and software systems and services.

Knowledge of modern and complex principles and practices of computer programming, systems analysis and database design.

Knowledge of effective network security practices.

Knowledge of network monitoring tools and efficient network operations.

Knowledge of planning principles and cost benefit analysis for proposed network growth strategies.

Knowledge of pertinent Federal, State, and local laws, codes, and regulations.

Knowledge of research techniques and the sources and availability of current information.

Knowledge of effective supervisory techniques and practices.

Knowledge of database management systems, including the administration of Active Directory.

Knowledge of project management principles.

Knowledge of effective customer service.

Knowledge of virtualization technologies and support.

Knowledge of correct English usage, spelling, punctuation, and grammar.

Ability to evaluate and provide recommendations for hardware and software acquisitions and upgrades for the Library District.

Ability to recognize equipment malfunctions and software errors.

Ability to maintain, repair, and troubleshoot network minicomputer and microcomputer hardware and software systems, peripherals, and subsystems.

Ability to operate diagnostic equipment.

Ability to analyze and interpret complex and technical materials.

Ability to work under pressure and meet deadlines.

Ability to perform multiple tasks concurrently.

Ability to work quickly and accurately.

Ability to exercise initiative and discretion.

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Ability to organize and review work for efficient results.

Ability to supervise and direct the work of subordinate staff.

Ability to accept and manage change and maintain flexibility.

Ability to interpret, explain, and apply the Library District and Division policies and procedures.

Ability to work both independently and as part of a team.

Ability to understand and follow oral and written instructions.

Ability to prepare clear and concise reports.

Ability to effectively perform the full range of microcomputer and computer operation duties.

Ability to establish and maintain effective working relationships with those contacted in the course of work.

Ability to communicate clearly and concisely, both orally and in writing.

Ability to maintain the mental capacity for making sound decisions and demonstrating intellectual capabilities.

Ability to be on a stand-by status after normal working hours and on weekends and carry a remote notification device (pager, cellular phone, etc.) and respond with little or no advance notice.

Ability to maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:

- standing, walking, or sitting for extended periods of time;
- bending, reaching, stooping, and pushing;
- lifting and carrying;
- operating assigned equipment.

Ability to maintain effective auditory and visual and perception needed for:

- making observations;
- communicating with others;
- reading and writing;
- operating assigned equipment.

Skill in the use of library and general office equipment.

Skill in the use of network, minicomputer, and microcomputer hardware and software systems and associated peripheral equipment.

MINIMUM QUALIFICATIONS

A. Training and Experience:

Bachelor's degree in computer science, information technology, electrical engineering or a closely related field required; five (5) years of progressively responsible experience maintaining and supporting network, minicomputer and microcomputer hardware and software systems, and telephone systems in complex, medium-to-large environments

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with multiple sites required, two (2) year of which must have been in a supervisory capacity required; minimum of three (3) years experience installing LANs and WANs required; experience using enterprise management products to assess network health and to correct network related problems required; experience supporting cable plants and implementing services such as Active Directory, DHCP, SMTP, POP3, DNS, VPN, HTML/XML, SNMP, TCP/IP, Internet, Intranet, and web and mail servers; experience installing and supporting Unix, Linux, and Windows Server 2008, SANs, firewalls, routers, switches, and related systems; experience specifying, designing, writing, testing, documenting and maintaining programs, utilities, and scripts written in languages such as C, C++, JAVA, Unix shell, PERL, etc; two (2) years experience designing, installing and maintaining virtual environments using VMware; two (2) years experience working with vendors to solve complicated technical problems and developing migration and upgrade solutions for operating systems, Active Directory, router and switch IOS upgrades, and telecommunications upgrades and changes.

B. Physical Requirements:

Essential and marginal functions may require maintaining a physical condition necessary for standing and walking, frequent light lifting (5 - 10 pounds) and moderate lifting (11 - 20 pounds); occasional heavy lifting or moving (50 - 100 pounds); frequent bending, stooping, reaching, and pushing; the continuous operation of hand or power tools to very exacting tolerances, calling for full coordination of sensory and manipulative ability; and standing or utilizing a keyboard for extended periods of time.

Tasks require depth perception, color perception, sound perception, visual perception, and oral communications ability.

C. Environmental Requirements:

Tasks are performed with infrequent exposure to adverse environmental conditions.

D. License, Certificate, or Special Requirements:

Possess a valid driver's license, and have ability to obtain a valid Nevada Driver's License at the time of hire.

JOB CODE: 1412
FLSA: EXEMPT
CBA: SUPERVISOR I
DEVELOPED: AUGUST 23, 2000
REVISED: JANUARY 5, 2006
FEBRUARY 10, 2006
AUGUST 31, 2010