

Class Concept

This is administrative and technical work in managing the telecommunications or network system for a large data communications center or department. Positions supervise and participate in network or telecommunications systems planning, equipment evaluation, and equipment integration into the network. This role provides communications network management including the design, implementation, and use of network software to configure network architecture, test communications links, and troubleshoot communications link failures. Work involves identifying and structuring projects and making modifications as needed. Network Manager I positions are technical experts requiring extensive knowledge of communications hardware and software.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of the capabilities of network and telecommunications hardware and a variety of computer hardware and software
- Intermediate knowledge of telecommunications or network communications protocols, software, and network architecture
- Thorough knowledge of troubleshooting techniques
- Ability to plan and direct the work of others and manage projects through implementation
- Ability to communicate effectively in oral and written form
- Ability to provide technical leadership and direction for network service initiatives.
- Demonstrated ability to diagnose and resolve complex network problems and improve network performance and reliability
- Ability to coach, conduct annual performance reviews, and manage employees with varying skill sets
- Ability to promote and maintain a productive and cohesive work environment
- Ability to provide leadership on joint projects with other internal or external teams
- Ability to develop and implement service improvement plans
- Ability to develop and maintain effective working relationships including vendors

Minimum Education and Experience

Bachelor's degree in computer science or an IT related field or a related curriculum from an appropriately accredited institution and four years of progressive experience in telecommunications network management, analysis, or design; or

Associate degree in computer science or an IT related field or a related curriculum from an appropriately accredited institution and five years of progressive experience in telecommunications network management, analysis, or design; or

High School or General Educational Development (GED) diploma and eight years of progressive experience in telecommunications network management, analysis, or design; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.