



Charter Township of Waterford Job Description

Network Manager

Department:	Information Technology
Supervised By:	Information Technology Director or Designee
Supervises:	No supervisory responsibility
Bargaining Group:	None
FLSA:	Exempt
Status:	Full-time
Grade:	7

General Summary:

Under the direction of the Information Technology Director or designee, provides assistance and technical support in the development, installation, maintenance, and upgrading of the Township's computer network. Works with system users to expand, update or modify the network.

Essential Job Functions:

An employee in this position may be called upon to do any or all the following essential functions. These examples do not include all the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Assists in the design and objectives of the computer network. Ensures integrity and availability of network infrastructure of both on premise and cloud-based systems. Configures, installs, and maintains network hardware and software.
2. Research new technologies and advises Information Technology (IT) Director on issues. Assists in the development of specifications and participates in the development of software and hardware standards.
3. Coordinates efforts with IT outsourcing firms to accomplish specific objectives.
4. Manages IT implementation projects.
5. Assists in the development and enforcement of network-related rules and user procedures.
6. Evaluates and monitors network resources and performance. Makes recommendations regarding upgrades or expansion of the system.
7. Administers security and gateway procedures. Creates, monitors, and administers network user accounts.
8. Administers, maintains, and organizes Township's network directory system both local and cloud components (Microsoft Active Directory and Azure).
9. Manages, maintains, and administers the Township's cloud based electronic mail system.
10. Performs maintenance, repair, troubleshooting and installation of network server hardware and operating systems.
11. Supports users by responding to network-related problems and by training users in effective network usage.

12. Selects, acquires, installs, maintains and troubleshoots networking hardware including hubs, switches, and routers.
13. Documents the design of the network infrastructure and procedures for monitoring and maintaining the computer network.
14. Plans disaster recovery procedures and performs routine backups of network servers and cloud-hosted data.
15. Troubleshoots equipment failure and implements necessary corrective measures.
16. Evaluates and tests internal or vendor supplied software packages to determine compatibility with existing systems, ease of use, and if needs are met.
17. Responds to changing technology through professional materials, training classes, and information sharing.
18. Provides assistance with document management procedures, database systems, and GIS as necessary.
19. Manage the employer's connection to the public Internet, including user web access, web servers, e-mail, DNS, security, remote access, and routing.
20. Ensures the security of Township IT systems by working with cybersecurity vendors and internal resources to identify, analyze and remediate cybersecurity concerns.
21. Provides second-level technical support to end users for PC's, laptops and other devices when escalated from first-level support. Occasionally provides first-level support when appropriate personnel are unavailable.
22. Manages the Township's on-premise VoIP based phone system.
23. Responds to emergency assistance requests after hours by telephone or in person as necessary.
24. Establishes and maintains effective relationships with vendors, department administrators, other employees, professional colleagues, and other interests.
25. Other duties as assigned.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- Three to five years of computer network configuration and maintenance responsibilities.
- Associate's degree or higher in Information Technology, Computer Science, or related subject area.
- Associate's degree can be substituted with professional certification in at least three of the following areas, plus at least 5 years of related experience:
 - CompTIA Network+
 - Major network equipment manufacturer certification demonstrating solid understanding of network hardware and ONSSI Layers 1, 2 and 3, including TCP/IP networking. For instance, Cisco CCNA, or equivalents from Juniper, Extreme, Aruba, etc.
 - Microsoft certifications related to Windows Server, Active Directory, Azure, 365 or Exchange Online

- VMWare VCTA, VCP or higher
 - Checkpoint CCSA or higher
 - CompTIA Linux+, Red Hat RHCSA, or Linux Foundation LFCS, LFCE
 - Other certifications may be considered at the hiring manager's discretion.
- Experience with Voice-over-IP telephone systems. Experience specifically with Mitel 3300 or MiVoice Business preferred, but not required.
 - Experience with project management.
 - Thorough knowledge of local- and wide-area networks, personal computers, operating systems, and peripheral equipment.
 - Thorough knowledge of computer software including database, spreadsheet and word processing applications.
 - Thorough understanding of TCP/IP, routing, DNS, SMTP, DHCP, VPN's and the use of network equipment such as routers and switches.
 - Experience with and knowledge of Ethernet switches, configuring VLAN's, Layer 3 switching, Spanning Tree Protocol, and other topics related to network switching.
 - Intermediate knowledge of Checkpoint Firewalls Wireless Networking, Fiber Optic networking, VMWare, and SAN technology.
 - Thorough knowledge of Microsoft Active Directory, Azure, Microsoft Exchange Online, Microsoft 365, Windows Server 2012 and above, and related on-premise and cloud-based Microsoft networking products.
 - Familiarity with Linux or Unix, and SQL-based database systems,
 - Skill in identifying, analyzing and remediating cybersecurity concerns.
 - Three to five years of computer network configuration and maintenance responsibilities.
 - Ability to understand, design and utilize complex configuration, installation, and maintenance guidelines.
 - Ability to work with system users and determine their network-related needs.
 - Ability to establish effective working relationships and use good judgement, initiative and resourcefulness when dealing with system users, vendors, service providers, and professional contacts.
 - Ability to effectively communicate and present ideas and concepts orally and in writing.
 - Ability to critically assess situations and solve problems, and work effectively under stress, within deadlines, and changes in work priorities.
 - Exhibits a courteous and professional manner when working with fellow employees and users in need of technical assistance.
 - Must be available on an on-call basis during non-business hours.
 - Must have a valid Michigan's Driver's License and be able to meet the Township's driving standards.
 - Must pass a stringent background check.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee may occasionally be at risk of electrical shock. The employee must frequently lift and/or move moderate to heavy items. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

While performing the duties of this job, the employee regularly alternates between a business office setting and a data-center setting. Occasionally the employee will be required to visit mechanical rooms in various buildings. The noise level in the office setting is quiet, whereas the noise level in the data-center setting and mechanical rooms can be high.

The employee will regularly be required to walk or drive to several buildings throughout the Township.

Salary range based on experience: 69,505 - 79,932 commensurate with experience. Excellent benefits.

Posting Date:

Closing Date: Open Until filled

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