



**Classification:** Technical Support Manager  
Network and Unified Communications Unit

**Title Code:** V00903

**Pay Range:** 34

**POSITION SUMMARY:** This position performs highly advanced technical and supervisory work in the management of network infrastructure and related technical support services for a criminal justice organization. An employee in this class is responsible for the designing, planning, scheduling and coordinating of systems that may include systems administration, systems programming, teleprocessing, network operations, operations support, help desk and data management used by the agency. The employee is responsible for project plan development and management. Supervision is exercised directly or through CIT supervisors over a staff of computer information technologists, CIT specialists or other technical personnel. General direction is provided by a designated administrative superior, but the employee is given wide latitude for using independent judgment and initiative in attaining overall objectives.

**DESCRIPTION OF DUTIES PERFORMED** (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.):

Plans, assigns, supervises, and reviews the work of computer information technologists and CIT specialists and other technical personnel engaged in the design, generation, implementation, modification, operation and maintenance of a complex network infrastructure.

Coordinates network requirements with application management, system administrators and operations management to attain the required network capacity.

Evaluates network performance and efficiency relating to both current performance and future workload requirements.

Plans, develops, and maintains project plans with milestones supporting assigned projects.

Plans, develops, maintains and manages risk and change management plans supporting the project plans.

Plans, schedules and leads regularly scheduled project review meetings.

Evaluates hardware performance and efficiency concerning current performance and future workload requirements.

Evaluates new software and hardware technology.

Makes recommendations regarding the use of computer hardware and software to provide the best cost performance.

Assists top management in the overall planning for the modification of large and complex data processing systems; participates in surveys and studies to determine data processing requirements; prepares specifications for submission to vendors and reviews vendor proposals; coordinates the installation and/or modification of data processing hardware and software packages.

May act as a liaison within the Patrol and with other agencies and industry representatives in developing new or improved management procedures.

Assists in the overall management of a large data processing installations including management of application servers, operating systems, version control, and hardware/software acquisition recommendations.

Supervises personnel responsible for defining, implementing, protecting and maintaining the network infrastructure.

Plans, schedules, and coordinates the implementation of new or updated versions of network systems to assure maximum impact on current applications.

Evaluates requests from other areas on the installation of network infrastructure.

Assists less experienced network administrators in the definition and solution of especially difficult problems.

Participates with upper management in policy-making decisions.

Conducts formal and informal training of personnel.

Meets with manufacturer representatives for problem solving, purchase and implementation of new software.

Prepares records and reports.

Performs other related work as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Extensive knowledge of the principles, practices, and techniques used in network management and design.

Extensive knowledge of the concepts, characteristics, and capabilities of large-scale computer and multiple platform operations and equipment.

Thorough knowledge of current developments and techniques in network design and administration.

Thorough knowledge of all major software systems utilized at the installation.

Thorough knowledge of manufacturer-supplied utility programs and service aids.

Considerable knowledge of all minor software systems used at the installation.

Considerable knowledge of the principles and practices of administration and effective supervision.

Ability to read English effectively.

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

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to comprehend, analyze, and research problems of a complex nature and make judgment decisions as to their solution.

Ability to extrapolate current situations and performance and to merge these with future network plans and technology.

Ability to organize and plan work effectively.

Ability to respond quickly to emergency situations.

Ability to work on more than one project or problem at a time.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

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

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

**MINIMUM EXPERIENCE AND EDUCATION REQUIRED** (The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):

Possess a Bachelor's degree with specialization in mathematics, statistics, accounting, computer science or closely related field; AND seven years of experience in the duties associated with this position.

**NECESSARY SPECIAL REQUIREMENTS:** Must be a United States Citizen, or a legal resident of a country participating in the Visa Waiver Program (VWP).

Successful completion of the Patrol's Supervision School and other management related courses within 12 months of appointment or as soon as scheduling will allow.

**FLSA STATUS:** Exempt

**WORK SCHEDULE:** An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.