

DESCRIPTION: Under administrative direction; plans and directs the design, development, and implementation of voice, wireless, data and video communication network/system architecture, strategies, projects and technology convergence for state government/state-wide and client systems used by multiple agencies, local entities, and political subdivisions. Supervises the work of classified, professional level workers who provide communication network/system services. May perform technical, analytical duties similar to work of assigned staff; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (Placement of a position within this class is based on established factors applicable to the class as a whole, including those outlined below.)

This is a single classification level of full-fledged supervisory and administrative work performed by positions assigned to the State Network section of the Office of the Chief Information Officer ETC, or at other agencies that perform technical work on a statewide communications network. Positions in this class must supervise three or more classified professional level network and/or information technology employees at or above the State Network Analyst level. Directs technical studies of communication networks/systems and user requirements and needs concerning features such as cost/benefit, capacity, compatibility, connectivity, and inter-operability. Determines and recommends communication network/system requirements and resources, design strategies and configurations, and technical/administrative standards, protocols, and policies. The level and scope of work performed by this class distinguishes it from other positions/job classes which supervise or provide work direction to others engaged in communication network/system or information technology activities in the state agencies or local entities.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Supervision Exercised:

- Supervises three or more classified professional level network staff at or above the State Network Analyst level.
- Manages and directs all administrative aspects of a separate communication work unit, and coordinate unit activities with other units and public/private sector entities.
- Implements and oversees personnel activities and actions, which must include, but not limited to, effectively participating and recommending or authorizing hiring, grievance, and disciplinary actions, and preparing and signing performance evaluations.
- Develops and trains assigned employees to ensure the possession and application of appropriate technical knowledge and skills.

Program Administration:

- Receives users request for technical assistance and decides whether to delegate issues to other internal and external technical specialists.
- Documents user requests and monitors plans, decisions, and actions made in response.
- Analyzes requests and determines feasibility/suitability and appropriate courses of action.
- Directs development of instructions/procedures and instructs users on communication network/system and problem resolution practices.
- Reviews nature of problems and assesses effectiveness and cost benefits of resolutions.

Technical Support:

- Analyzes and diagnoses hardware and software problems.
- Reviews or makes requests to change communication network/system hardware and configuration practices and strategies.

Security Duties:

- Evaluates system security issues and recommends cost effective solutions.
- Recommends, participates in the development of, and enforces security policies for state government/state-wide and local communication networks/systems.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: the principles and practices of project management; concepts, components, features, and processes of current communication networks/systems such as hardware, software, internet connections, and typology configurations; industry standards, and analysis and design techniques concerning communication network/system technologies, connections, and infrastructures.; employee development and performance evaluation practices; principles, practices, and approaches for developing and implementing long and short term strategic and operational goals

Skill in: facilitation to solve problems; information gathering; using logic and analysis to identify the strengths and weaknesses of different approaches; identifying the nature of problems; conducting tests to determine whether equipment, software, or procedures are operating as expected; coordinating work activities of others, assigning work to others, preparing project/work plan, and monitoring work progress; coordinating work activities of others, assigning work to others, preparing project/work plan, and monitoring work progress.

Ability to: coordinate and implement communication network/system activities with various agencies, organizations, and outside service providers; design, plan, and implement integrated, multiple communication networks/systems; evaluate cost-effectiveness of network/system components, features, and processes to meet compatibility standards and budget requirements; apply/implement technical communication protocols and practices in enterprise-level networks; analyze technical problems and needs, identify solutions and options, and implement corrective actions and plans of action; communicate verbally and in writing to clearly explain technical requirements and plans and to persuade adoption of these plans; interact with management officials and other staff, vendors, and clients/users; organize teams to match available skills with operational needs; foster employee development and participation; evaluate and understand agency business needs and missions; identify essential causes of communication network/system malfunctions and deficiencies; determine long term outcomes of changes in communication network/system and functional operations; manage financial/material/personnel resources; establish short and long range plans based on both system and agency business needs; consult and advise others on technical and administrative issues..

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Associate's or other similar two year technical degree in computer engineering/science, communications/electronic equipment, or related discipline of study AND three to five years of work experience strategic work experience planning, coordinating the installation, maintenance, and upgrade of equipment and components of a large communications network to include experience in leading the activities of network staff and/or managing multi-staged network/system projects in addition to performing the analysis of network/electronics equipment and preparing related technical recommendations and three additional years of applicable work experience can be substituted for a degree.

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).