Class Code:………………...0308
Position#(PSA):…(E)……107855
Developed y:……….………….JF
Reviewed by:………………..SG
Approved by:………............. LK
Date:…………………………3/12

UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Network Manager

DIVISION: Academic Affairs (ITS: MTS)

REPORTS TO: Director or Associate Director

GRADE: 15

SUPERVISES: Student Employees, Network Technician I, II, III, IV

BASIC FUNCTION:

Serve as resident expert for the University's IP network, keeping current with the latest technology and industry developments to ensure that the University's network is optimized to meet foreseeable needs. Provide network engineering and ongoing maintenance in order to ensure maximum network uptime and performance in the support of system and application network requirements for multiple campuses, auxiliary agencies, affiliates, etc. Optimize network performance to provide suitable transport for data, voice and video traffic. Design and support LAN, WAN and wireless networks including, but not limited to, hardware, software, cable plant, and other transmission media. Supervise IT support personnel, including Network Technicians I – IV.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Engineer, develop and document deliverables, and supervise network expansion, migration and installation projects.

Evaluate, install, configure and maintain network management tools. Develop monitoring processes and matrices to be used by all network technicians, helpdesk employees and command center staff to identify performance issues and outages, and take appropriate action.

Keep current with technology and industry developments and best practices by referencing industry journals, industry experts, system integrators and vendors.

Serve as the University's network authority for resolving network outages, and for establishing network maintenance and installation best practices.

Create operational schedules to implement, maintain and reconfigure software, firmware and equipment.

Audit network systems to ensure that vulnerabilities, instabilities and security treats are mitigated, and

work with University Information Security personnel to mitigate information security concerns.

Develop Network Technician policies and procedures for implementing current and new technologies.

Work with network service providers to coordinate WAN connection installations, modifications and disconnects, and to resolve outages.

Train and supervise Network Technicians I, II, III and IV, as well as student employees and assist in evaluating training program

OTHER DUTIES AND RESPONSIBILITIES:

Work with management as required to develop project budgets, scope and deliverables, disaster recovery plans, strategic development plans, bid specs and other documents requiring network expertise.

As required, perform the duties of Network Technicians I, II, III and IV.

Perform functions normally assigned to management, although to a lesser degree.

LICENSES, TOOLS AND EQUIPMENT:

Working knowledge of personal computers, printers, cell phones, word processing and spreadsheet software. Valid RI driver's license.

ENVIRONMENTAL CONDITIONS:

This position in not substantially exposed to adverse environmental conditions, although at times, position requires work to be performed in bucket trucks, manholes, antenna locations and other possibly adverse conditions. During off hours, may travel to and respond to support locations.

QUALIFICATIONS:

Required: Bachelor's degree; minimum of seven years of progressively responsible experience in network operations, including design, installation, configuring and troubleshooting of enterprise and carrier class networks equipment such as Cisco 6500 series switches, 7200 series routers, etc., and with using EIGRP protocol; demonstrated experience with BGP, Spanning Tree, and VLAN configuration; demonstrated hands-on experience with Cisco equipment; demonstrated knowledge in network equipment platforms, including knowledge of the pros and cons of chassis-based switches vs stacked configurations; demonstrated strong technical engineering background, including project management with large-scale telecommunications networks, systems and applications; experience installing and using network monitoring systems; experience networking Windows and Apple devices; strong interpersonal and oral and written communication skills; demonstrated supervisory skills.

Preferred: Experience in supporting large university networks; experience working with Cisco engineers and technical operations; experience in specifying and ordering WAN/LAN circuits; experience with 802.1x based security systems; demonstrated knowledge in Cisco VoIP network engineering; demonstrated knowledge

in wireless networks, networking digital media and IP video systems; experience in networking devices that use UNIX and Linus operating systems; Cisco certification or equivalent training.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.