

SYSTEMS AND NETWORK SUPERVISOR

(Range 129)

DEFINITION

Performs installation, monitoring, maintenance, operations, supervision and modification of network, minicomputer and microcomputer systems hardware, operating system and software, telephone system, and other network services and supervises assigned staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision and direction from the Assistant Information Technology Director.

Exercises direct supervision over the systems and networking operations staff of the Information Technology Department.

RESPONSIBILITIES:

Essential and marginal functions and responsibilities may include, but are not limited to the following:

1. Stays abreast of current trends and developments in the fields of network systems, minicomputer and microcomputer hardware and software systems, applications and utilities.
2. Specifies and evaluates network, minicomputer and microcomputer hardware and software systems upgrades, and oversees their installation, configuration, implementation and integrations with other systems.
3. Specifies, designs, writes, tests, documents and implements utility and other programs as required to support systems operations in assembler and higher language programming languages.
4. Designs, installs, maintains, supports, and troubleshoots Local Area Networks (LAN) and Wide Area Networks (WAN), including cable plant.
5. Configures and modifies operating system parameters, scripts, utility programs, database management systems, application development systems, telecommunications systems and third-party systems.
6. Configures, modifies, installs, supports, and maintains third-party applications running on supported network, minicomputer and microcomputer hardware and software systems.
7. Maintains contact with vendor help desks and outside agencies for the purpose of developing system enhancements and solving system problems.
8. Develops, specifies and implements strategies for continued and improved network, minicomputer and microcomputer system efficiency; develops performance metrics and insures efficient operation of the systems to achieve management goals and objectives.
9. Assists in the preparation of the Library District's Technology Plan, and other strategic plans and reports as required.

LAS VEGAS - CLARK COUNTY LIBRARY DISTRICT

SYSTEMS AND NETWORK SUPERVISOR

PAGE 2

10. Manages technical relationships between the Library District, corporate customers, and inter-governmental agencies to ensure quality of service.
11. Manages vendor relationships including library information services, server software providers and other application vendors.
12. Advises and consults with senior-level management in defining customer needs as they relate to server-based technology.
13. Supervises subordinate staff to include scheduling, training, working with staff to correct deficiencies, disciplining, and completing performance evaluations.
14. Directs and prioritizes the work of subordinate staff.
15. Responds to inquiries and concerns from staff and patrons in a courteous and timely manner.
16. Develops and implements strategies to meet the Information Technology Department goals and objectives in conjunction with the Library District's Technology Plan and other strategic plans.
17. Coordinates in-service training as it pertains to network and minicomputer, and microcomputer hardware and software systems.
18. Interprets and implements Library District policies and procedures.
19. Attends staff and other miscellaneous meetings.
20. Operates and utilizes office equipment including but not limited to: personal computer, the Internet, e-mail, copy machine, telephone, and facsimile machine.
21. Operates Library District vehicles.
22. Collaborates on the analyzing, designing, and implementing the enterprise security processes.
23. Assists in the creation, testing, and implementing of Disaster Recovery procedures.

Marginal Functions:

1. Serves as a technical resource to Library District patrons and staff.
2. Attends and participates in professional group meetings.
3. Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Network, minicomputer and microcomputer hardware and software systems, peripheral equipment, and associated subsystems.
2. LANs, WANs, routers, switches, modems, hubs, file servers, firewalls, wireless access equipment, multimedia work stations, remote access systems, data cabling

SYSTEMS AND NETWORK SUPERVISOR
PAGE 3

- topologies, and electrical systems.
3. Current trends and developments in the fields of network, minicomputer and microcomputer hardware and software systems and services.
 4. Modern and complex principles and practices of computer programming, systems analysis and database design.
 5. Planning principles and cost benefit analysis for proposed network growth strategies.
 6. Pertinent Federal, State, and local laws, codes, and regulations.
 7. Research techniques and the sources and availability of current information.
 8. Effective supervisory techniques and practices.
 9. Library District, branch, and department policies and procedures.
 10. Library District terminology and functions.
 11. Basic accounting principles and procedures.
 12. Correct English usage, spelling, punctuation, and grammar.

Ability to:

1. Evaluate and provide recommendation for hardware and software acquisitions and upgrades for the Library District.
2. Recognize equipment malfunctions and software errors.
3. Maintain, repair, and troubleshoot network minicomputer and microcomputer hardware and software systems, peripherals, and subsystems.
4. Operate diagnostic equipment.
5. Analyze and interpret complex and technical materials.
6. Work under pressure and meet deadlines.
7. Perform multiple tasks concurrently.
8. Work quickly and accurately.
9. Exercise initiative and discretion.
10. Organize and review work for efficient results.
11. Supervise and direct the work of subordinate staff.
12. Accept and manage change and maintain flexibility.
13. Interpret, explain, and apply the Library District and Division policies and procedures.

SYSTEMS AND NETWORK SUPERVISOR
PAGE 4

14. Work both independently and as part of a team.
15. Understand and follow oral and written instructions.
16. Prepare clear and concise reports.
17. Effectively perform the full range of microcomputer and computer operation duties.
18. Establish and maintain effective working relationships with those contacted in the course of work.
19. Communicate clearly and concisely, both orally and in writing.
20. Maintain the mental capacity for making sound decisions and demonstrating intellectual capabilities.
21. Be on a stand-by status after normal working hours and carry a remote notification device (pager, cellular phone, etc.) and respond with little or no advance notice.
22. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
 - standing, walking, or sitting for extended periods of time;
 - bending, reaching, stooping, and pushing;
 - lifting and carrying;
 - operating assigned equipment.
23. Maintain effective auditory and visual and perception needed for:
 - making observations;
 - communicating with others;
 - reading and writing;
 - operating assigned equipment.

Skilled in:

1. Use of library and general office equipment.
2. Use of network, minicomputer, and microcomputer hardware and software systems and associated peripheral equipment.

Training and Experience:

Bachelor's degree in computer science, information technology, electrical engineering or a closely related field required. Five (5) years of progressively responsible experience maintaining and supporting network, minicomputer and microcomputer hardware and software systems in complex, medium-to-large environments with multiple sites required, two (2) year of which must have been in a supervisory capacity required; minimum of three (3) years experience installing LANs and WANs required; experience using enterprise management products to assess network health and to correct network related problems required; experience supporting phone system switches and headsets, and cabling, experience supporting and implementing services such as DHCP, SMTP, POP3, DNS, VPN, HTML/XML, SNMP, TCP/IP, Internet, Intranet, web servers, Unix, Linux, and Windows 2003, firewalls, routers, switches, and related systems; experience specifying, designing, writing,

LAS VEGAS - CLARK COUNTY LIBRARY DISTRICT

**SYSTEMS AND NETWORK SUPERVISOR
PAGE 5**

testing, documenting and maintaining programs, utilities, and scripts written in languages such as assembler, C, C++, JAVA, Unix shell, and PERL; two (2) years experience working with vendors to solve complicated technical problems and developing migration and upgrade solutions for operating systems, active directory, routers/switch IOS upgrades, and telecommunications upgrades and changes.

License, Certificate, or Requirements:

Possess, or have the ability to obtain, a valid Nevada Driver's License at the time of hire.

Physical Requirements:

Essential and marginal functions may require maintaining a physical condition necessary for standing and walking, frequent light lifting (5 - 10 pounds) and moderate lifting (11 - 20 pounds); occasional heavy lifting or moving (50 - 100 pounds); frequent bending, stooping, reaching, and pushing; the continuous operation of hand or power tools to very exacting tolerances, calling for full coordination of sensory and manipulative ability; and standing or utilizing a keyboard for extended periods of time.

Tasks require depth perception, color perception, sound perception, visual perception, and oral communications ability.

Environmental Requirements:

Tasks are performed with infrequent exposure to adverse environmental conditions.

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| FLSA: | EXEMPT |
| CBA: | SUPERVISOR I |
| DEVELOPED: | AUGUST 23, 2000 |
| REVISED: | JANUARY 5, 2006 FEBRUARY 10, 2006 OCTOBER 7, 2017 MARCH 14, 2018 |