

NETWORK MANAGER

Municipal Court

Purpose: Directs, plans, budgets, coordinates and prioritizes technology-related projects of the Municipal Court. This position also manages day-to-day operations and assures the availability and security of the court's information resources on a 24-hours per day, 7 days per week basis. The Network Manager is responsible for the Municipal Court Management Information System; administrative systems including data sharing; E-mail; and electronic access to City, County and State applications.

Essential Functions:

- ❖ Design WAN and LAN configurations, monitors WAN and LAN components and troubleshoots network problems.
- ❖ Design and update a major computer network interconnected with other State, County, City and private organizations characterized by multiple file servers, gateway linkages to State and County mainframe fiscal systems, linkages to external private organizations for contracted collections programs and approved query access.
- ❖ Manage contractors responsible for computer equipment and applications systems maintenance and repair.
- ❖ Provide security services for all information and data communications that serve the Court.
- ❖ Manage the Court Disaster Recovery Plan.
- ❖ Plan, design and coordinate communications capabilities enabling the public to electronically view authorized public records of the Court including case summary information.
- ❖ Formulate plans for implement initiatives that provide for electronic access to court functions for defendants, attorneys and the public such as electronic payments, pleadings, etc.
- ❖ Arrange for and direct applications development projects designed to improve the efficiency and productivity of the Court such as enhancements and modifications to the Court information systems, automated voice response systems, imaging systems, data entry systems, and integration of video and computer applications.
- ❖ Train and supervise the Network Analyst-Senior in support responsibilities for the network and for PC office applications.
- ❖ Prepare, manage and monitor budgets and requests for all Court computer related equipment, software and services.
- ❖ Prepare and manage work plan and budget estimates to support system enhancements and modifications, hardware procurement and replacement, and on-going information technology costs.
- ❖ Develop and maintain the Municipal Court Technology Plan incorporating initiatives such as documenting imaging systems; data entry systems; reconfiguring voice systems and adding voice mail/voice processing; defining and implementing linkages between voice and data systems; maintaining and enhancing public access system to Court data; and developing "e-court" initiatives.
- ❖ Perform other duties as assigned.

Minimum Requirements:

1. Bachelor's Degree in computer science, information systems management, automated systems development or closely related field with coursework in computer science from an accredited college or university.
2. Three years of recent progressively responsible experience in designing, installing and configuring local and wide area network hardware and software.
Note: Equivalent combinations of education and experience may also be considered.
3. Residency in the City of Milwaukee within six months of appointment and throughout employment.

Desirable Qualifications:

- ❖ Professional experience in implementing SNMP management in a LAN/WAN environment.
- ❖ Professional experience with mainframe systems and local area microcomputer networks.
- ❖ Professional experience in configuring CISCO switches and routers.

Knowledge, Skills and Abilities Requirements:

- ❖ Knowledge of network operating systems in a LAN/WAN environment.
- ❖ Knowledge of local and wide area networking, including IPX and TCP/IP protocols; 10 BaseT, 100 Base T, 1000 Base T and fiber networks; digital circuits, routers, CSU/DSU's, switches and hubs.
- ❖ Strong analytical skills.
- ❖ Strong customer service orientation.
- ❖ Excellent interpersonal skills.
- ❖ Ability to write technical specifications.
- ❖ Ability to identify practical technological solutions to meet the Court's needs.
- ❖ Ability to communicate clearly, in writing and orally information systems ideas to non-technical people.
- ❖ Ability to provide high quality customer service.
- ❖ Ability to organize work to productively coordinate work team efforts.
- ❖ Ability to train and supervise others.

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