

**Alaska Court System  
Class Specification**

NETWORK MANAGER

Range: 23

EE04: 01

SOC: 11-3021

Class Code: C0339

**Definition:**

Under administrative direction, the Network Manager is responsible for the Alaska Court System's enterprise network and computing infrastructure environment, including the development and management of network services. The incumbent is also responsible for staff management; network engineering design, implementation, maintenance, and daily operations; and oversight of the technical support area for the court system. The position consults with and advises Information Services Support (ISS) personnel and management on all administrative and technical matters concerning network and infrastructure activities.

**Distinguishing Characteristics:**

The Network Manager is a single position job class which exercises a high degree of independent judgment in taking necessary action to quickly resolve problems of a complex nature, prioritize work, and manage personnel.

Complexity of Tasks: This position provides supervision and lead direction to network support positions and general direction to the Technical Support Supervisor. This position is responsible for the most complex computer system and network projects.

Supervision Received: The Network Manager receives general direction from the Chief Technology Officer (CTO) or designated ISS manager.

Supervision Exercised: The Network Manager supervises network support personnel and Technical Support Supervisor and directs project implementation including strategies, planning, and prioritizing.

**Examples of Duties:**

Provide lead direction and supervision of assigned staff. Plan, assign, schedule, and evaluate the performance of subordinates.

Evaluate current and future technologies and establish overall requirements and planning objectives.

Review network solicitations, evaluate system proposals, prepare procurement policies and procedures, and review contracts for equipment and services.

Research and evaluate developments in voice and data technologies for future court enhancements.

Provide technical consulting to court projects requiring computing infrastructure support.

Develop and maintain network documentation in the knowledge base support system.

Maintain statewide inventories of networks and computing equipment.

Make presentations to court IS staff regarding network principles and procedures.

Assist in budget preparation and provide economic and financial information to CTO on computing infrastructure system costs.

Review annual budget and Capital Improvement Program expenditures related to network technology.

Develop and implement an ACS Business Continuity plan performing regular testing in all court locations.

Consult with and advise the CTO on the design, construction, maintenance, and operation of the statewide network.

Develop and revise division policies, procedures, and standards of service within the sections supervised.

Implement policies, programs, directives, and orders as issued by the CTO. Recommend the establishment of network standards and procedures.

Maintain a continuous review of all division administrative, engineering, and operational functions, and implement as necessary.

Perform occasional shift and on-call work, and occasional overnight travel; other duties as assigned.

**Knowledge, Skills, Abilities:**

The Network Manager requires knowledge of:

- The principles, practices, methods, terminology and trends in network engineering and administration, voice and data networking, electronic and digital switching systems, computer systems and infrastructure, and satellite communications.
- Federal and state regulations covering telecommunications.
- The principles of administration and personnel management.

The Network Manager requires skill in order to:

- Produce concise technical writing products.
- Prepare and make presentations, both orally and in writing.

The Network Manager requires the ability to:

- Analyze technical, economic, and administrative problems and make appropriate and effective recommendations.
- Plan, direct, and coordinate the work of others.
- Interpret and apply provisions of federal and state statutes and regulations.
- Deal effectively with clients and with engineers.
- Read and understand legal contracts and blueprints.
- Evaluate equipment and review system proposals.
- Write clear and concise reports, instructions, and procedures, technical correspondence or similar material.
- Establish effective personal contacts and cooperative work relationships with internal and external personnel of varied backgrounds and technical knowledge.
- Establish policies and procedures.
- Manage large and complex technology projects.

**Minimum Qualifications:**

A bachelor's degree from an accredited college in Communications Engineering, Electronics, Telecommunications Planning, Computer Engineering, Management Information Systems, Information Technology, Electrical Engineering, Mathematics, or a closely related field AND two (2) years of professional level work experience in a supervisory capacity managing professional personnel in one of these fields.

OR

Four (4) years of professional level experience in either communications engineering, electronics, telecommunications planning, computer engineering, management information systems, information technology, electrical engineering, mathematics or a related field.

**Preferred Qualifications:**

CISCO network hardware, CITRIX terminal services, Intel-based hardware, Microsoft Operating Systems and network principles, TCP/IP principles, telephone switch and system services, and data center components including power and cooling requirements.

**NOTE:** This is a partially exempt job class; the incumbent serves "at-will" to the hiring authority.

08/04 – Original

01/05 – Revised, range change

05/08 – WPA audit, supervision

03/14 – Revised, remove MQQ's