THE NAVAJO NATION

Class Code: 1844
Information Technology Series
Information Technology Management Group
Overtime Code: Exempt
Pay Grade: 66

NETWORK MANAGER

DEFINITION: Under general direction, provides technical direction and strategic planning in network configuration, operation, design and implementation including on-going maintenance of network systems; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Plans, develops, and implements the Navajo Nation's wide and local area networks and infrastructures; ensures availability of network and core services; monitors network operations to identify performance and capacity issues; measures volume and performance of network traffic; identifies utilization and performance issues; develops, plans, and implements new technologies and services to satisfy capacity and performance requirements; participates in evaluation of network protocols, hardware and software to determine their applicability to Nation network needs; assists in the selection process; coordinates the installation and maintenance of computers, circuits and data communications equipment.

Configures routers, controllers, and other network devices; completes project planning including accurate estimates of time requirements, completion dates and resources required for the performance and maintainability of all networking elements; purchases, configures, installs, tests, and resolves problems related to the maintenance and support of network hardware and software; responds to error reports generated by monitoring systems, customers and staff; coordinates technical design, development and productions; distributes user and staff documentation; participates in the evaluation, selection, installation and integration of network technologies; develops proposals using cost and benefit analysis.

Designs project and resource plans and schedules; provides written reports and presentations on project status; ensures project complies with Navajo Nation standards and conventions; prepares recommendations for budgeting of capital items to expand or maintain required applications, databases and utilities; recommends facilities, furnishing, network and non-network equipment, software and other products related to network applications or functions; meets with vendors and/or customers to provide assistance or receive advice in technical problem resolution; provides network support to Navajo Nation staff in the configuration, procurement, support and/or maintenance of personal computers, modems, printers, tape units and other PC peripherals as needed.

Attends staff, operational and professional group meetings; keeps abreast of new trends and innovation in the field of data network operations; assigns and reviews work upon completion; assigns and approves overtime; completes employee evaluations; approves sick and annual leave time; recalls employees in cases of emergency; disciplines, suspends and terminates employees according to established tribal personnel policies and procedures; prepares and approves employee work schedules and timesheets; trains employees in the safe and proper use of equipment; provides and enforces safety regulations and procedures.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of federal, state and Tribal laws, rules and regulations related to computer networking systems.
Knowledge of strategic and long term planning methods and practices.
Knowledge of management and administrative practices and procedures.

NETWORK MANAGER

Knowledge of the installation, maintenance and repair of computer network systems and peripherals.
Knowledge of systems design, configuration and implementation.
Knowledge of research, analysis and interpretation methods and practices.
Knowledge of operational characteristics and capabilities of network systems and equipment including operating systems, servers, software applications, hubs, switches and related peripheral equipment.
Knowledge of methods and technologies of evaluating network systems performance and capacity.
Skill in prioritizing, scheduling, assigning reviewing and evaluating work.
Skill in planning, coordinating, organizing, directing and implementing projects.
Skill in utilizing written and verbal communication in the development and presentation of staff training, budget and planning reports; and providing technical assistance verbally or in writing.
Skill in setting standards, analyzing information, and reaching logical conclusions.
Skill in overseeing and performing systems analysis, programming and customizing network systems to meet end user needs.
Skill in analyzing, diagnosing and resolving computer networking systems problems.
Skill in establishing and maintaining effective working relationships.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work requires continuous use of computers and peripherals, lifting and carrying computer hardware weighing up to 50 pounds, climbing, crawling, bending and stooping in the installation or troubleshooting of computer hardware and network systems.

MINIMUM QUALIFICATIONS: A Bachelor's degree in Computer Science, Computer Information Systems, or closely related field; and two (2) years of progressively responsible experience in IBM PC, Network Technician and professional data processing with one (1) year in a supervisory capacity; or an equivalent combination of education, training, and experience which provides the capabilities to perform the described duties. Must possess a valid state driver's license and a valid Navajo Nation Vehicle Operator's Permit.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.