

**SYSTEMS AND NETWORK SUPERVISOR**

**SUMMARY:** Under general supervision, oversees the daily activities of the City's entire IT infrastructure including all data center operations and technical staff; performs related duties as assigned.

**ESSENTIAL FUNCTIONS:** *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

**DUTIES AND RESPONSIBILITIES:** *(Which are **not** in any hierarchical order)*

1. Supervises diverse technical staff in the Support Services Division including hiring, supervision, development, evaluation, and disciplinary actions.
2. Provides input into the Division's budget for General Services.
3. Participates in the development and implementation of all IT policies and procedures including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
4. Performs all aspects of system and network administration including design, analysis, configure, implement, maintain, troubleshoot, test, upgrade, secure and document all of the City's local and wide area network systems (LAN/WAN), security systems, messaging systems, storage systems, disaster prevention and recovery systems, and all cabled and wireless communication systems.
5. Recommends and documents standards, workflows, policies and procedures for geographically dispersed, multiplatform computer centers and City-wide LAN/WAN.
6. Develops and documents business case justifications and cost/benefit analysis.
7. Negotiates and administers vendor, staff augmentation, consultant contracts, and service level agreements (SLA's).
8. Responsible for project management of technical projects including new deployments, upgrades to existing systems and migration of existing systems to new platforms.
9. Performs related duties as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of City, Federal and State rules and regulations related to telecommunications.
- Knowledge of multi-site, multi-platform LAN/WAN administration, maintenance and management practices and principles.
- Knowledge of standard computer hardware and software equipment and applications utilized by municipal entities.
- Knowledge of Information Technology methodology, principles and practices.
- Knowledge of network analysis, design, and programming principles and practices.
- Knowledge of supervisory and administration practices and procedures.
- Skill in prioritizing, assigning, reviewing and evaluating the work of others.
- Skill in successfully managing multiple technical projects.
- Skill in utilizing written and verbal communication in the development of management level reports and presentations.
- Skill in troubleshooting and resolving technical problems related to geographically dispersed, multi-platform LAN/WAN or computer software issues.
- Skill in utilizing customer service and public relations techniques in responding to inquiries and complaints.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Works involves moderately heavy work in an office setting. There is frequent need to stand, stoop, walk, sit, lift objects (up to 50 pounds) and perform other similar actions during the course of the work day. The City of West Palm Beach promotes and maintains a drug/alcohol free work environment through the use of mandatory pre-employment and random drug testing for certain employees.

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**MINIMUM QUALIFICATIONS:** Bachelor's degree from an accredited college or university in Computer Science, Business Administration or related field, and six (6) years of progressively responsible experience in maintaining, troubleshooting and repairing personal computers, telecommunication systems, routers and other related disciplines, or any equivalent combination of training and experience. Two (2) years of lead/supervisory experience are required. A valid driver's license from any state (equivalent to a State of Florida Class E) may be utilized upon application; with the ability to obtain the State of Florida driver's license within 30 days from day of appointment.