

Under the general direction of the Director of MIS, develop and coordinate municipal network systems to meet the present and future communication needs of the Town of Needham; confer with operations and management staff to recommend and develop appropriate solutions; and provide technical expertise to managers and staff.

Duties:

Assess potential of technology changes to improve the efficiency and cost effectiveness of existing Town systems, and make recommendation for improvement to MIS Director. Perform detailed requirements analysis, systems integration, strategic network planning and design, standards development, and project management duties for the Town's Network. In conjunction with the MIS Director formulate network system project budgets and procurement of future projects. Supervise preventative maintenance program, technology asset management, network configuration, server installation and configuration, and operating system upgrades; maintain, update and backup of all client servers; and ensure the efficient and effective operation of network application software.

Provide technical assistance and resources for resolving network/system problems for Town departments; evaluate network operating systems and make recommendations for continuous improvement; work closely with the Network Support Specialist to ensure that hardware and software applications are consistent with network specifications.

Implement and oversee E-mail, Internet, and intranet systems; and provide training on the use of the network and various operating systems and application software programs.

Formulate standards for facilitating the back-up of all Town staff files on electronic media; devise and implement a plan to ensure the safety of all Town files and data on electronic media; and continually update the security system as new technology becomes available.

Perform systems analysis and project management duties on a special project basis; assist in the implementation and oversight of all enterprise wide applications as they relate to the network; keep abreast of changes in technology by attending courses, reviewing technical literature; and interacting with peers in other communities; and perform other related duties as required.

Basic Knowledge:

Position requires extensive knowledge of operating characteristics, capabilities, and service requirements of network and information systems in general equivalent to a bachelor's degree in computer science or a related field.

Experience:

Duties require a minimum of seven (7) to ten (10) years of work experience in information systems, including direct network administration, project management, systems analysis, programming, database management, training, and familiarity with a wide range of operating systems, hardware and software.

Independent Action:

Under general supervision, incumbent functions independently within the broad scope of department policies and practices, frequently making and implementing decisions about program changes, referring specific problems to the MIS Director.

Supervisory Responsibility:

Incumbent provides supervision to department staff in absence of director, and provides functional supervision to the Network/Desktop Support Specialist.

Physical and Environmental Standards:

- Light lifting and carrying of work materials, including files, microcomputers and peripheral equipment.
- Some travel by private car within Town and to neighboring towns.
- Normal office environment, not subject to extremes in temperatures, noise, odors, etc.
- Regular interruptions to assist customers.
- May spend extended periods at terminal, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity.
- Subject to regular interruptions to handle emergency situations