Position Description

Job Title	~~Senior Project & Network Security Manager~~Systems Engineer
Department	Information Technology
Exempt/Non Exempt Status	Exempt

Scope of Work

This position performs complex skilled work in the design, installation, configuration and maintenance of the City's computer hardware, software and security systems, including the development of network security and disaster recovery policies and procedures.~~serves as the Senior Project Manager, managing various IT projects, including acquiring resources and coordinating the efforts of team members and third party contractors or consultants in order to deliver projects according to plan and within budget. The Senior Network Security Manager is directly involved with and has oversight over the planning, installation , configuration, maintenance and troubleshooting of the Citrix XenDesktop, XenMobile, Active Directory/User/Security and Sharefile environments, which are critical to the daily operations of the entire City, especially protective services.~~

Supervision

Received	~~IT Director~~ IT Director, Technical Operations Manager
Exercised	~~Supervises up to 5 full time (or full time equivalent) employees.~~N/A

Essential Job Functions **The job functions listed herein are neither exclusive nor exhaustive, but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change.**

1. Oversees the installation, configuration, maintenance and troubleshooting ~~the Citrix XenDesktop, XenMobile, Active Directory/Security and Sharefile environments.~~of core IT Infrastructure including,

but not limited to: Active Directory, Citrix, System Center, Storage, Vmware, Hyper-V, and Cloud Solutions.

1.
2. Manages ~~project development from beginning to end.~~firewalls and switches.
3. Manages, monitors and maintains quality levels for the technical infrastructure network.
4. Analyzes system requirements and ensures that systems offer security and are effectively integrated with current applications.
~~2.~~5. Ensures that all systems are working at optimal levels, offers advice regarding new technologies and system requirements.
~~3. Defines project scope, goals and deliverables that support city goals in collaboration with senior management and stakeholders.~~
~~4. Develops full-scale project plans and associated communications documents.~~
~~5. Communicates project expectations to team members and stakeholders in a timely fashion.~~
~~6. Acts as liaison and provides project plans and updates to project stakeholders on an ongoing basis.~~
~~7. Estimates the resources and participants needed to achieve project goals.~~
~~8. Submits project proposals and recommends budget changes as necessary.~~
~~9. Determines and assesses needs for additional staff and/or consultants and makes the appropriate request to management when necessary~~
~~10. Sets and continually manages project expectations with team members and stakeholders.~~
~~11. Delegates tasks and responsibilities to appropriate personnel. Including the IT team.~~
~~12. Identifies and resolves issues and conflicts within the project team.~~
~~13. Plans and schedules project timelines and milestones using appropriate tools; tracks project milestones and deliverables.~~
~~14. Develops and delivers progress reports, proposals, requirements documentation and presentations to senior leadership as needed.~~
~~15. Coaches, mentors, motivates and supervises project team members, application developers and contractors involved in assisting in daily duties or projects.~~
6. Serves as the primary administrator for Citrix environment, Active Directory/User/Group security, Office 365, City-Wide backups, and Anti-virus; backup administrator for VMWare environment.
7. Assists in preparing RFPs, bid proposals, contracts, scope of work reports and other documentation for infrastructure projects and associated efforts.
8. Maintains accurate IT documentation.
9. Manages relationships and communications with vendors.
10. Performs analysis and makes recommendations regarding software and security products.
11. IT Project Management
~~16.~~12. Answers Help Desk phones and assists in resolving customer issues.

Other Job Functions

- Serves in on-call rotation, requiring a pager to be carried.
- Performs related duties as assigned.

Requirements of Work

Graduation from an accredited college or university with a with a Bachelor's Degree and major coursework in computer science, information technology management or a related discipline, plus 4 – 6 years of

experience in related project management; Project Management Certificate desirable; or any equivalent combination of training and experience which provides the following knowledge, ability and skills:

Knowledge of	• ITIL and COBIT 5 Methodologies. • Active Directory and Citrix/Virtual environments. • ~~Security issues related to the use of technology and maintaining the integrity of City data.~~All network security areas to ensure compatibility with new applications, technologies, control of user access, security and integrity of City data. • Knowledge of installation, configuration, troubleshooting and maintenance processes for software, hardware, networking and peripheral equipment. • The theory, operation, application and capabilities of automation systems, equipment and software. • Techniques and procedures of software and network support for multiple users. • Recent developments, current literature and sources of information relating to automation systems. • General office management methods and use of standard office equipment. • Federal, State and local regulations concerning information and data processing systems.
Ability to	• Train users in Office Word processors spreadsheets, desktop publishing and other database and operating systems and development tools. • Provide instructions and guidance on suitable assignments to computer operators and other City department users. • Recognize problems and take corrective actions; prepare policy and procedure changes for management approval. • Work independently and make sound decisions in accordance with Department and City policies, regulations and procedures. • Exercise independent judgment and provide appropriate guidance on all matters involving City computer operations. • Work with and maintain sensitive and confidential information. • Assist the Director in negotiating contracts and pricing on projects. • Give instructions, make suitable work assignments and supervise the work of others. • Establish and maintain effective working relationships with department directors, Aldermen, the City Administrator, the Mayor, and coworkers. • Prioritize workload; manage competing deadlines and execute tasks under pressure and in emergency situations. • Work a variety of hours.
Skill in	• The installation and maintenance of a variety of computer systems, network servers and all related hardware. • All aspects of physical communications media, data communication protocols, and hardware. • Analyzing problems and developing and implementing appropriate solutions. • Project management. • Oral and written communications. • Critical thinking. • Public relations.

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Prepared by: GovHR USA
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Necessary Special Requirements

ITIL; NIMS ICS; on-call rotation; ~~e.g.,~~ valid driver's license; ability to pass a criminal and financial background check.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- Specific vision abilities required by this job include close vision and the ability to adjust focus; prolonged visual concentration is required.
- While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee is occasionally required to kneel, crouch, or balance.
- The employee must occasionally lift and/or move up to 50 pounds, and sometimes in excess of 50 pounds.