

**Wisconsin Dells Visitor & Convention Bureau
Job Description**

Job Title: Network Systems Manager
Department: Operations & Technology
Reports To: Director of Operations & Technology
FLSA Status: Exempt
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Approved By: Romy Snyder
Last Updated:

Summary – Provides hardware and software installation and support to network users.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Plans, builds, troubleshoots, updates and repairs computers and server hardware configurations.

Installs and troubleshoots hardware and software concerns for users; utilizes methodologies to receive requests for assistance and responses; inventories hardware and software, and repair parts.

Develops and implements a proactive preventive maintenance plan for computer and server hardware.

Provides specific detailed assistance to users for Microsoft Office 2007 & 2010 environments, Microsoft Outlook/365 and Microsoft Dynamics CRM & GP and conduct research for solutions as required.

Plans, coordinates and implements security measures to safeguard information in computer files against accidental or unauthorized damage, modification or disclosure.

Assists Director of Operations & Technology in designing disaster recovery strategies, and assists Information Service Manager in scheduling and completing backup, storage and retrieval functions.

Assists Director of Operations & Technology and Information Services Manager with network and Active Directory maintenance, other network hardware/software troubleshooting and maintenance task, server and workstation operating system and office productivity software updates, computer and printer repairs, and other tasks as required by the Director of Operations & Technology.

Work with VLAN systems to configure and troubleshoot as needed for our satellite location.

Assist Information Services Manager with basic operation and troubleshooting of IP telephony systems.

Completes special projects as assigned by the Director of Operations & Technology.

Supervisory Responsibilities

This job has no supervisory responsibilities

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree (B. A.) from four-year college or university (such as Computer Science (BSCS) with Concentration in Software Engineering); or one to two years related experience and/or training; or equivalent combination of education and experience. See **Computer Skills** and **Certificates, Licenses, Registration** sections below.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have general knowledge of networking protocols and computer hardware; and must understand Microsoft Windows and Server operating systems and Microsoft Office Professional software. A+ certification, or equivalent training and experience, is highly desirable.

Certificates, Licenses, Registrations

To perform this job successfully, an individual should have formal training and/or equivalent experience as described below. Courses/exams with two asterisks are highly desirable.

Microsoft Technology Associate (MTA) and Microsoft Certified Technology Specialist (MCTS) and Microsoft Certified Professional (MCP). These Microsoft certifications demonstrate knowledge and understanding of a variety of key technology fundamentals and concepts.

** MTA: Networking Fundamentals (Exam 98-366)

** MTA: Security Fundamentals (Exam 98-367)

MTA: Windows Server Administration Fundamentals (Exam 98-365)

** MTA: Windows Operating System Fundamentals (Exam 98-349)

MCTS: Windows Small Business Server 2008 Configuration (Exam 70-653)

MCTS: Windows Server 2008 Active Directory Configuration (Exam 70-640)

* MCTS: Windows 7 Configuration (Exam 70-680)

Microsoft Office Specialist, Expert or Master

The Microsoft Office Specialist (MOS) certifications demonstrate an individual's overall comprehension and expertise on specific Microsoft Office programs, specifically demonstrating advanced business skills in using the following Microsoft Office 2007 & 2010 programs.

MOS: Microsoft Office Word 2007 (Exam 77-601)

MOS: Microsoft Office Word 2007 Expert (Exam 77-850)

MOS: Microsoft Office Excel 2007 (Exam 77-602)

MOS: Microsoft Office Excel 2007 Expert (Exam 77-851)

*MOS: Microsoft Office Outlook 2007 (Exam 77-604)

*MOS: Microsoft Office Access 2007 (Exam 77-605)

Other Skills and Abilities

Other Qualifications

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.

While performing the duties of this Job, the employee is regularly required to sit; use hands to type and talk or hear. The employee is occasionally required to stand and walk.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.