MAJOR FUNCTION

The Network and Security Technical Manager is professional and technical work installing, supporting, maintaining, and safeguarding all components of the City's technology enterprise architecture. This position acts as the subject matter expert for the technical aspects of network communications and security standards, including active participation in decision making for daily cyber security related issues and in the absence of the Chief Information Security Officer (CISO). The incumbent is also responsible for recommending and implementing local area network (LAN) and network security policies and standards; evaluating vendor products in hardware; software; making recommendations related to purchases consistent with the organization's objectives. An employee in this class exercises considerable independence in determining work methods and procedures. Work is performed under the general direction of the Enterprise Architecture Manager and Chief Information Security Officer and is reviewed through consultations and written reports for achievement of desired objectives.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties

Designs, installs, configures, monitors, troubleshoots and manages a diverse base of installed networking equipment, firewalls and/or network security applications, which includes wired and wireless data networks servicing data, voice, and video application throughout the City's network infrastructure. Collects and monitors data for system usage, performance, and vulnerabilities. Analyzes network for security vulnerabilities and breaches. Provides technical advice and consultation to the City's technical staff as well as end-users related to network and security related issues and applications traversing the City's network. May function as project leader responsible for a coordinated effort in managing of projects, communicating and troubleshooting, as well as design of solutions relevant to specific projects. Modifies or creates network diagrams. Troubleshoots and configures DHCP and DNS. Conducts reviews of systems in the technical support area and makes recommendations to management concerning the acquisition and implementation of such systems. Assist in the establishment and implementation of LAN and security policies, procedures, and standards, ensuring conformance with information systems and objectives. Shares the management of the network security aspects of the organization's security program with the Chief Information Security Officer (CISO). Assist in the daily cybersecurity operations within the information security program. Is responsible for facilitating current and future risk assessments within the alignment of current policies and procedures. In the absence of the CISO, acts as the subject matter expert on technical security matters. Coordinates responses to security incidents and events through collaborative efforts with the Enterprise Architecture Manager and defined cyber security resources during the incident response plan implementation. Consults on the development of a comprehensive information security program that defines, develops, maintains and implements policies and processes that enable consistent, effective information security practices which minimize risk and ensure the integrity, confidentiality and availability of information that is owned, controlled, and processed within the organization. At the direction of the CISO, facilitates implementation of a defined framework of security controls. Ensures information security policies, standards, and procedures are up to date. Establishes and administers a process for investigating and acting on security incidents.

Other Important Duties

Conducts research on network products, services, protocols, and standards to remain abreast of developments in the networking and security industry. Evaluates and recommends new technology as the need arises. Serves as a resource to other City staff regarding primary areas of responsibility. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Knowledge of network systems analysis, multi-vendor firewalls, routing and fiber optics, VPN technologies, data communications techniques, telephony infrastructure, and IT management principles. Thorough knowledge of modern data processing applications, equipment, and the functions of multi-processing computer operations. Thorough knowledge of Microsoft Visio diagram creation and modification. Ability to analyze a wide variety of highly technical materials and to develop appropriate recommendations. Ability to consult and train other employees in the use of technical software. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to communicate effectively, clearly, and concisely, orally and in writing. Considerable knowledge of network routing and switching design and concepts; network hardware and firewall installation and configuration, network wiring, and outside plant cabling and system terminology. Ability to isolate, define and resolve failed equipment in the network. Ability to interpret and run data captures and diagnose issues using said captures.

Minimum Training and Experience

Possession of a bachelor's degree in data processing, information systems, computer science or a related field and three years of professional and technical experience that includes installation and maintenance of network communications systems and firewalls, wireless networks, network design, Internet/Intranet support, VPN design and support; or an equivalent combination of training and experience. Must also have three years of technical or professional experience that includes development and implementation of a security program and policies based on an industry-acknowledged framework; or an equivalent combination of training and experience.

Necessary Special Requirement

Must possess a valid Class E State driver's license at the time of appointment.

Must possess at least one management-level cybersecurity certification, such as Certified Information System Security Professional (CISSP) or Certified Information Security Manager (CISM).

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