



Job Description

Job Title: Network Operations Manager
Division: Information Systems
Reports To: Director - Information Systems
Grade Level: 18
Salary Range: \$100,000-\$110,000
FL Status: Exempt Non-Exempt
Employment Status: Full Time Part Time Temporary

Job Summary

The Information Systems Network Operations Manager is tasked with managing and actively participating in the daily operations of NJSDA's IT systems and network infrastructure. This includes responsibilities in systems administration, security, asset management, help desk services, and disaster recovery. The role also involves budget forecasting and planning for network and infrastructure needs, as well as evaluating, planning, and implementing new technologies. Candidates must reside in New Jersey to be considered for this position.

Essential Duties and Responsibilities

1. Plan & design network infrastructure to meet the organizations business needs, oversee the installation of network hardware & software and ensure scalability to meet current and future business requirements.
2. Monitor and manage network & system performance, troubleshoot issues as they arise, perform regular systems maintenance and updates to ensure optimal performance. Report on network performance, issues and resolutions to management.
3. Implement and manage overall network security, conduct regular security assessments and vulnerability testing as well as respond to security breaches or other incidents.
4. Develop IT policies and procedures to ensure that the department operates effectively and reliably. Including developing service level agreements (SLAs) for the help desk, guides for users and technicians, processes and procedures, equipment policies and IT Asset Management processes etc.
5. Assesses current help desk inquiries and assigns personnel to resolve each issue. (Help Desk)
6. Develop and manage network infrastructure & systems budget includes forecasting future needs including upgrades or expansions.
7. Evaluate and recommend new technologies to improve network performance and security.
8. Partner with SDA staff to assess and facilitate new system development, and system upgrades to assure that projects are addressed in accordance with SDA procedures.
9. Provide leadership for Information Systems staff, conducts assigned performance evaluations, and mentors staff to achieve personal, departmental and organizational goals.
10. Plan and provide training and development for Information Systems Department team members and assign tasks or projects to team members and oversee their execution and delivery.
11. Maintain documentation of network configurations, processes and changes.

12. Manages contracts and relationships with IT service providers. Compares pricing/bids with department's budget, determines which vendors offer the most advantageous pricing based on scope of work.
13. Develop and implement a disaster recovery plan for network and systems that ensures the network and systems can recovery quickly to meet the organization defined Recovery Point and Recovery Time Objectives.

Required Skills and Abilities

1. Team leadership – Must be able to effectively manage and mentor IT personnel and set department goals and priorities.
2. Problem-solving skills – Excellent problem-solving skills with experience in developing and implementing network troubleshooting procedures.
3. Communication skills –Strong written and verbal communication. Ability to communicate with team members, management personnel, end users, executives and vendors.
4. Experience planning and executing network projects along with strong Project Management skills.
5. Strong analytical skills with the ability to analyze network performance data and make decisions to improve performance and reliability.
6. Experience with negotiating and managing vendor relationships
7. Experience with managing business continuity objectives and a working knowledge of implementing disaster recovery strategies.
8. Budget management – Strong financial management and budgeting skills.
9. Organization and Time Management – Excellent organizational and time management skills.

Required Education and Experience

1. Bachelor of Science degree or equivalent business experience.

Physical Demands

Minimal

Certificates and Licenses Desired

Network Administration

Project Management Professional

IT Asset Management

Azure

Certified Information Security Manage (CISM)

Certified Information Systems Security Professional (CISSP)

Cisco Certified Network Professional (CCNP)

Licenses Required

Valid drivers' license