ASSISTANT MANAGER NETWORK OPERATIONS

Department: Information Technology
Unit: 5210
Level: 7, Exempt

Supervisor's Title: IT, Manager, Network
Operations and Unified Communications
Supervises: Consultants

ESSENTIAL TASKS OF THE JOB:

Assist with the administration all aspects associated with the management of Massport's network infrastructures and network administrators. To ensure that the needs of Massport are met in our rapidly changing environment.

1. Assists with leading the performance of Massport's network staff, directing and motivating them to reach shared goals.
2. Nurturing a team of network engineers to help increase their skills and Performance.
3. Manage resource allocations helping decide how to best use the organization's resources, including time, money, and personnel, ensuring roles and responsibilities are well defined.
4. Performs as a liaison on network infrastructure matters interacting with people both inside and outside the organization.
5. Perform as negotiator of network related matters, work with others, such as employees, contractors, suppliers, or customers, to reach mutual agreements.
6. In this role, you are responsible for delegation of duties, tracking information, projects, processes, and workflows within the organization.
7. Communicating complex network related information with employees and higher-level colleagues to accomplish objectives.
8. Identifying new opportunities and implementing new projects or initiatives related to network infrastructure and related matters.
9. Manage unexpected events and operational adjustments as they arise.

Works with the Manager, Network Operations.to develop a set of standards for network infrastructure design, technical functionality, and network-based security.

1. Performs requirements gathering and researches available networking options.
2. Makes recommendations regarding departmental needs, requirements, and capacity utilization for impending computer system modifications to the Manager, Network Operations.
3. Presents network solutions and options to stakeholders including cost, staffing and support estimates.
4. Assists with review and evaluation in the Request for Proposal process

and/or the vendor and technology selection process in order to identify network solutions that adhere to Massport and industry standards.

5. Assists with the implementation of selected network solutions.

6. Supervises staff, consultants, and contractors on network and network related projects as needed.

7. Assists the technical lead between Massport IT and vendors/contractors for any network related projects.

8. Assists with the Management of contractual commitments, scope of work, budget and the timelines of network related projects.

9. Assists with Selection, implementation and maintaining of software tools in an effort to both plan for future capacity as well as fine tune existing network solutions.

10. Assists with management, maintaining and support for a complex, redundant, fault tolerant data network architecture connecting all MPA facilities via LAN and WAN links.

11. Assists with managing, and maintaining IP address documentation as well as maintaining the IP address pool.

12. Assists with managing, and maintaining network infrastructure documentation including network hardware and user to switch closet connections.

13. Assists with managing daily operations and new projects to ensure that the IT goal of 99.99% uptime is achieved, being cog nascent of the impact that downtime has to the ongoing operations of the organization.

14. Assists with Managing an Office Automation network consisting of more than 600 network switches.

15. Assists with Managing an Access Control System network consisting of more than 75 core network devices.

16. Assists with Managing a Parking & Revenue Control System consisting of more than 50 core network devices.

17. Assists with Managing a Camera Intrusion Detection and Reporting System network consisting of more than 500 core network devices.

18. Assists with Managing a WIFI infrastructure consisting of more than 800 Access Point antennas.

Assists with the daily operations of Massport network infrastructures.

1. Assists with the daily operation of network hardware, switches, routers, specialized systems, and network components.

2. Monitors network traffic, performance and security.

3. Assists with the network security, user access and control.

4. Installs, upgrades and modifies network firmware, software, routers, and switches as needed.

5. Monitors the network components via network management software as well as daily error logs and responds appropriately.

6. Replaces and configures faulty network routers, switches, and components.
7. Monitors specific connections between network components, servers, etc. on a daily basis as well as when needed or requested by members of the IT staff.
8. Reports and makes recommendations to the Manager, Network Operations.
9. Manages the paging system for network, server, and appropriate systems.
10. Monitors all networking components via cellphone 24 hours a day seven days a week.
11. Responsible for equipment replacement via maintenance contracts.
12. Responsible for maintaining high levels of LAN/WAN connectivity.
13. Responsible for configuring or reconfiguring LAN/WAN/wireless connections.
14. Provides change management for the network infrastructure.
15. Configures or reconfigures IP sub-networks and their addresses.

SECONDARY TASKS:

Undertakes other duties at the request of the Manager, Network Operations and Unified Communications.

JOB REQUIREMENTS AND QUALIFICATIONS

Education
Bachelor's degree in Computer Science or equivalent professional experience required. Extreme Networks certification a plus.

Experience
5-10 years of management and hands-on technical experience required. A minimum of 5 years hands-on configuration experience with network switches and routers required.

UNIQUE EXPERTISE/CERTIFICATIONS/REQUIREMENTS

1. Excellent management capabilities.
2. Excellent verbal and written communications skills required.
3. Working knowledge of hardware, software, telecommunications, and networked components.
4. Working knowledge of basic communications wiring plans and standards.
5. Working knowledge of data communications protocols and methods.
6. Experience with Extreme Networks, CISCO and or 3COM router certification, Extreme Networks equipment experience or certification preferred.
7. Experience with DNS, DHCP and IP addressing required.
8. Experience using a network analyzer to isolate and resolve problems, VISIO and/or Auto-CAD to maintain network maps and diagrams required.
9. Exposure to CAT-5 and CAT-6 wiring standards, multi-mode/single-mode fiber required.

10. Current and valid driver's license unrestricted except for corrective lenses.
11. Ability to pass Massport security clearance and obtain a Massport Security Badge.
12. Ability to pass airfield driving test and obtain Aerodrome Ramp, Apron, and Airfield License.
13. Ability to pass a Massport controlled substance test and background security checks.

WORKING CONDITIONS

Environmental Parameters: Ability to work in an office and to travel to all Massport facilities. Ability to work in an airport environment with conditions that may include: fumes, odors, gases, chemicals, and dust as well as decibels in the range of 65 - 100; and in all weather conditions (hot, cold, humid, dry, and wet).

Physical Demands

Strength: Ability to exert up to 30 pounds of force.

Type: Ability to match and sort items based on color; to distinguish between different colors. Ability to walk or stand for long periods of time. Expressing or exchanging ideas by means of spoken word, and perceiving nature of sounds. Clarity of vision at 20 inches or less.

WORK SCHEDULE

Work schedule requires the ability to work 37.5-hour workweek, and ability to meet fluctuating workload demands as necessary. Ability to carry and respond to a alerts 7 days per week, 24 hours per day.

EQUIPMENT USED: Cellphone, file server, laptop and personal computers, printers, diagnostic tools, blueprints, maps, charts, and other Massport equipment.

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