EMAIL AND INTERNET SERVICES MANAGER

Distinguishing Features of the Class: The work involves the responsibility for maintaining data processing of electronic mail and Internet resources for the Computer Services Department. This is a technical position responsible for overseeing electronic mail and Internet resources. The work is performed under the general supervision of the Director of Computer Services. Shift work and on-call duties may be required. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Daily monitoring of spam logs, adjusting spam filters, and delivery of falsely trapped messages to the correct email account
- Administration and management of user email accounts;
- Manages email access for internet and exchange email resources;
- Monitors status of backup jobs and insuring that backup and recovery policies are protecting data;
- Sets up user email accounts and access rights;
- Sets up user internet access and access rights;
- Performs routine maintenance of computers and peripheral equipment, upgrades computer hardware and /or software as needed and coordinates off-site repairs of computers and peripheral equipment;
- Provides support to end users of desktop email and internet devices;
- Assists with electronic records retention policy
- Assists employees with the destruction of electronic documents per the records retention policy
- Provides technical support to users via telephone, fax, daily site monitoring and vendor interfaces;
- Performs special projects as assigned by supervisor;
- Performs other work within the scope of Computer Services as assigned by Supervisor

Full Performance Knowledge, Skills, Abilities and Personal Characteristics:

- Good knowledge of Local Area Network and / or Wide Area Network and /or central computer center computer systems including those used for telecommunications;
- Good knowledge of computer hardware and software used in data communications;
- Good knowledge of associated equipment and their integration into local area networks;
- Good knowledge and ability to maintain Local Area Network and / or Wide Area Network and /or central computer center performance and security;
- Ability to communicate effectively with user personnel;
- Ability to maintain related systems records and prepare reports;

- Ability to design, install, update and maintain Local Area Network and / or Wide Area Network and /or central computer center computer systems including those used for telecommunications;
- Ability to train and instruct;
- Ability to communicate both orally and in writing;
- Ability to understand, interpret and follow complex technical written and oral instructions;
- Ability to establish effective working relationships with computer users and co-workers;
- Tact; dependability, sound professional judgment;
- Physical condition commensurate with the demands of the position.

<u>Minimum Qualifications: EITHER</u>:

(A) Graduation form a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in information technology, computer science, computer technology, or a closely related field and certificates: A+, NET+, CCNA (Certified Cisco Network Administrator), or equivalent and two (2) years experience with email configurations (Exchange, Lotus Notes, GroupWise, Imail or equivalent) and two (2) years experience with configuration of Internet gateway applications (Microsoft Internet Server Appliance, Sonic Wall, Fortinet, Symantec or equivalent); **OR**

(B) Graduation from high school or possession of a high school equivalency diploma, and certificates: A+, Net+, or equivalent and four (4) years experience with email configurations (Exchange, Lotus Notes, GroupWise, Imail or equivalent) and four (4) years experience with configuration of Internet gateway applications (Microsoft Internet Server Appliance, Sonic Wall, Fortinet, Symantec or equivalent);

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