



STATE OF NORTH CAROLINA
invites applications for the position of:

Network Services Design and Engineering Manager

JOB CLASS TITLE: Network Services Design & Eng. Manager

POSITION NUMBER: 60005178

DEPARTMENT: Administrative Office of the Courts

DIVISION/SECTION: Technology Services Division

SALARY RANGE: \$82,487.00 - \$142,056.00 Annually

SALARY GRADE / SALARY GRADE EQUIVALENT: 28

COMPETENCY LEVEL: Not Applicable

APPOINTMENT TYPE: Permanent Full-Time

WORK LOCATION: Wake County

OPENING DATE: 10/27/20

CLOSING DATE: 11/10/20 5:00 PM Eastern Time

DESCRIPTION OF WORK:

SALARY GRADE: 28

The North Carolina Administrative Office of the Courts (NCAOC) seeks a well-qualified candidate to be responsible for the statewide technological infrastructure, engineering, and support of the Judicial Branch of North Carolina's network. The person in this position is responsible for overseeing the operations and the processes required to maintain resource capacity utilization levels and software support levels of the Network Services unit.

Primary responsibilities include but are not limited to the following:

- Responsible for tactical planning, direction, and leadership of the network design and support. This includes collaborating with TSD/AOC/Appellate Courts/AOC Vendors/AOC

Consultants' peers on enterprise-wide strategic planning efforts, developing, approving, and administering all respective AOC and statewide infrastructure operational policies.

- Oversee the operations and the processes required to maintain resource capacity utilization levels and software support levels of the Network Services unit.
- Provide general oversight and direction of high risk/high impact projects to ensure organizational alignment, integration, and achievement of enterprise goals and objectives.
- Recommend the initiation, prioritization, and successful completion of all levels of networking and network security projects.
- Align the strategic/tactical direction of the Computer Services work units based on division and agency plans and make decisions independently (within authority delegated by the Network Services Manager and CTO).
- Ensure that operational capacity is in place ahead of future business needs.
- Collaborate closely with internal and external applications development leadership in order to plan and deploy adequate network infrastructure and technologies in a coordinated fashion so as to assure adequate and available tool compatibility, scalability of resources, and support of products needed across the enterprise and its partners.

This position reports to the Network Services Manager and supervises seven (7) employees. Work hours are 8:00 AM - 5:00 PM, Monday - Friday. Occasional travel is required. 90% work from home.

KNOWLEDGE, SKILLS AND ABILITIES / COMPETENCIES:

Knowledge of: technical talent management and development; technology infrastructure oversight and administration; IT security management and compliance; telecommunications administration and management; IT research and development; and equipment infrastructure strategic planning management.

Skills in: broad leadership; personnel management; budget management; and communication with NCAOC peers, management, vendors, and integrators.

Ability to: collaborate on enterprise-wide strategic planning efforts; communicate technical information to lay persons; and interpret and follow established employment policies.

This position requires a highly technical resource that can provide solutions to the most complex of networking problems and requests.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:

Bachelor's degree in Computer Science, Computer Information Systems, Computer Engineering or related technical degree from an appropriately accredited institution and six (6) years of related

work experience in computer systems networking and unified communications, including four (4) years of responsible management and supervisory experience in LAN/WAN network design, implementation, maintenance, and/or VoIP, Network Security and wireless; or an equivalent combination of education and experience.

Management prefers candidates with eight (8) or more years of related work experience.

Attach cover letter and résumé.

Out of state applicants are encouraged to apply; however, NCAOC does not reimburse travel or relocation expenses.

SUPPLEMENTAL AND CONTACT INFORMATION:

The Technology Services Division of the NC Administrative Office of the Courts is an award winning team! Check out our recent accolades:

[Center for Digital Government - Digital Government Achievement Awards](#)

2012 State Level - Government to Government
2008 State Level - Government to Citizen
2003 State Level - Best of the Web (BOW)

[Government Computer News Award](#)

2014 IT Excellence - Public Sector Projects

[National Association of State Chief Information Officers](#)

2012 State Level - Government to Business
2007 State Level - Government to Government

[Meet the TSD Team](#) of the NC Administrative Office of the Courts.

Our facility is close to I-40 and convenient to all the **[Research Triangle](#)** area has to offer.

Campus Amenities

17.5 Acre Campus
180,000 SF Building
Ample Free Parking
Full Service Cafeteria
Patio Dining

Health & Wellness Benefits

Modern Fitness Center
Yoga & Pilates Classes
Walking Trail

CPR Training
Annual Flu Shot Clinic for Employees and Families
Wellness Fair
Agency Softball Team
Lunch & Learn Programs

Employment Benefits

Generous Insurance Options
Retirement Package (purchase option for other government plans)
Flexible Benefits Package
401(k)
Vacation & Sick Leave
Longevity Program
Service Awards

Come join a great team! Learn more about the NC Administrative Office of the Courts here:
<http://www.nccourts.org/Careers>

INSTRUCTIONS:

Applicants must complete an application through NeoGov, the North Carolina state government job application program. Go to <https://www.governmentjobs.com/careers/northcarolina> to apply for this position. Mailed or faxed applications will not be accepted.

Before applying, please read the [Online Employment Application Guide](#) for instructions on creating your profile and applying for specific postings.

It is important your application includes all of your relevant education and work experience and that you answer all questions associated with the application to receive proper credit. Résumés are not accepted in lieu of fully completed applications.

NOTE Many job postings require certain documents be attached to an application. Verify your application is complete and uploaded documents are attached to your application *before* submitting it. Applications may not be altered after they have been submitted.

Carefully review the [FAQs](#) if you experience difficulty with the application process or attaching documents. For technical issues with applications or attachments, call the NeoGov Help Line at 855-524-5627.



All NC Judicial Branch agencies are Equal Opportunity Employers.

The North Carolina Judicial Branch participates in E-Verify, an internet-based system that compares information from an employee's Form I-9, Employment Eligibility Verification, to data from the US Department of Homeland Security and Social Security Administration records to confirm employment eligibility. To learn more, click on these links:

[E-Verify Participation](#)

[E-Verify Participation \(Spanish\)](#)

[Right to Work](#)

[Right to Work \(Spanish\)](#)

Travis Davis

NC Administrative Office of the Courts

Human Resources Division

<https://www.nccourts.gov/about/about-judicial-branch/careers>