

IT Manager

Dept/Div: Administration

FLSA Status: Exempt

General Definition of Work

Performs difficult advanced technical work developing, managing and planning for County technology infrastructure; supporting all County department IT needs; developing IT policy and procedures, and related work as apparent or assigned. Work is performed under the general direction of the County Administrator. Continuous supervision is exercised over IT Support Specialists.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

- Supervises IT employees and Helpdesk operations; ensures quality customer services; trains IT and County employees on new technology.
- Develops and manages IT operational budget and expenses.
- Develops and implements County policies and procedures for internet, email, network access, security and emerging technology; develops and maintains County backup solution, procedures and Disaster Recovery Plan.
- Establishes and maintains computer systems, server, exchange and Linux environments; maintains County-wide
- VOIP-phone system and related software; maintains County LAN/WAN infrastructure; maintains and administers network storage and virtual hardware/software; maintains and administers GIS data and server; manages and maintains IBM AS/400 system, including computer support.
- Manages and maintains County website.
- Prepares and oversees County-wide PC, server, network replacement program.
- Provides 24/7 on-call IT support.

Knowledge, Skills and Abilities

Thorough knowledge of County and department policies, practices and procedures; thorough knowledge of Criminal Justice Data Network (CJDN); comprehensive knowledge of County Electronic Communication Resource (ECR) Policy; comprehensive knowledge of County Disaster Recovery (DRP) Plan; thorough ability to review billing invoices and expenditure reports; comprehensive knowledge of Helpdesk operations, employee evaluations; comprehensive ability to read County network diagrams; ability to operate 2-wheel hand truck; comprehensive knowledge of standard office equipment, servers (physical and virtual), general and department specific software, printers, projectors and VOIP phone system; ability to make arithmetic computations and understand and apply governmental accounting practices; knowledge of AS/400 System, data processing techniques, PC network operations, Windows Active Director; VMW management; Microsoft Exchange Server, Windows and Linux operating systems, Microsoft Application Suite; antivirus protection; network technology, LAN/WAN management, video and voice systems; knowledge of state programs and connectivity.

Education and Experience

Bachelor's degree with coursework in computer science/management of information services, or related field and considerable experience with two years in a management role, or equivalent combination of education and experience.

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Physical Requirements

This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 50 pounds of force; work occasionally requires standing, walking, sitting, speaking or hearing, using hands to finger, handle or feel, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling, lifting and repetitive motions; work requires close vision, distance vision, ability to adjust focus and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, assembly or fabrication of parts within arm's length, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires working in high, precarious places, exposure to outdoor weather conditions and exposure to the risk of electrical shock; work is generally in a quiet location (e.g. library, private offices).

Special Requirements

Valid driver's license.