

## **POSITION DESCRIPTION**

Title: Information Systems Manager

Department: Communications & Information Systems

Job Analysis: 05/2001, 12/2006, 05/2011, 09/2013, 09/2018, 05/2019

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

### **Relationships**

Reports To: Assistant CIS Director or CIS Director as determined by current requirements and defined by current Organizational Chart.

Subordinate Staff: Systems Administrator, Communications Technicians, Network Support Specialists, Operations Support Specialists, Physical Security Administrator and other CIS employees defined by the current Department Organizational Chart

Internal Contacts: Commissioners, County Administrator, Department Heads, All Other County Staff

External Contacts: Vendors, Representatives from other Agencies

Status: Classified/Exempt (EC-9)

### **Job Summary**

Provides coordination, supervision, and overall direction for the County's Information Systems Division. This individual manages and provides hardware and software maintenance, training and consultation, and makes recommendations about future planning and development of resources. This individual will coordinate and manage data centers as well as functions related to systems administration, physical security, help desk operations, and installation and support of desktop computers.

### **Job Domains**

#### **A. Project Management**

1. Develop project implementation plans and budget.
2. Coordinate internal and external resources during implementation of project with emphasis on keeping project on schedule and within budget.
3. Develop reports and presentations.

## B. Systems Analysis and Design

1. Maintain overall Information Systems Plan.
2. Perform needs analysis and documentation.
3. Research and determine best solution(s) to meet defined needs.
4. Develop bid specifications for equipment, software, and services as required.
5. Develop standards to maintain seamless interface to all systems.
6. Collaborate with architects and engineers to ensure plans meet the specifications needed for systems installation and/or modification.
7. Provide expert analysis and decisions on functions associated with software and hardware configuration of the system(s).

## C. Systems Administration, Maintenance and Operations

1. Develop and implement system backup, disaster recovery, and integrity plans for all systems.
2. Develop security plans (physical and systems based) for all systems.
3. Administer user security for all systems as required.
4. Develop and implement maintenance plans on all systems.
5. Perform capacity planning and performance monitoring on all systems.
6. Coordinate and provide supervision as required for all work done by assigned Staff & other CIS personnel.
7. Manage CIS Trouble Call and Help Desk operations.
8. Coordinate, assign, and prioritize work orders.
9. Coordinate installation and maintenance service performed by outside service providers.
10. Perform maintenance and upgrades to server hardware and computer operating systems as required.
11. Maintain Inventory of Systems.
12. Ensure industry and departmental standards are enforced pertaining to wiring, labeling, naming conventions, methods, and documentation.
13. Develop Departmental & Enterprise standards as relates to Information Systems implementation and usage.
14. Conduct and/or coordinate user training classes as required.

## D. Supervisory

1. Perform daily supervisor duties for all subordinates.
2. Establish and communicate priorities and timelines with subordinates.
3. Hold regular meetings with subordinates to ensure effective communication of policies and mission

## **Knowledge, Skills, and Abilities**

1. Thorough knowledge of Windows computer and server operating systems.
2. Thorough knowledge of virtual and physical server setup and administration.
3. Thorough knowledge of Office 365 setup and administration.
4. Thorough knowledge of desktop computer systems and computer peripheral equipment.

5. Thorough knowledge of premise wiring and fiber for voice and data communications.
6. Good knowledge of outside plant wiring and fiber for voice and data communications.
7. Good knowledge of basic electronic diagnosis and repair.
8. Good knowledge of project management principles, including budgeting.
9. Good knowledge of digital telecommunications systems.
10. Ability to plan and organize work to set priorities and meet deadlines.
11. Ability to relate highly technical issues and respond to questions at a layman's level of understanding.
12. Ability to communicate effectively, both orally and in writing.
13. Ability to establish and maintain effective working relationships with department heads and other employees.
14. Ability to supervise the work of others.

### **Other Characteristics**

1. Must be willing to travel and stay overnight as required.
2. Must be willing to work nonstandard hours, including weekends and overtime.
3. Must be willing to attend additional training, skills development, and other self-improvement courses as deemed necessary by supervisor.

### **Minimum Qualifications**

1. Should possess a Bachelor's degree from a recognized college or university in Computer Science, Information Technology, or a closely related field. Or a combination of education and experience equivalent to these requirements.
2. Should have a minimum of four (4) years' experience as an Information Systems Manager, Systems Administrator, Network Administrator, Physical Security Administrator, or other similar position that demonstrates leadership and technical capabilities in a multisite distributed environment. Or any combination of training, education and/or experience which provides the knowledge, skills and abilities and required conditions of employment listed above.

## **POSITION DESCRIPTION**

Title: Systems Administrator

Department: Communications & Information Systems

Job Analysis: Jan 2005, Dec 2006, Oct 2011, Aug 2015, **May 2019**

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

### **Relationships**

Reports To: Information Systems Manager, Assistant CIS Director, or CIS Director as determined by current requirements and defined by current Organizational Chart.

Subordinate Staff: None

Internal Contacts: Commissioners, County Administrator, Department Heads, All Other County Staff

External Contacts: Vendors, Representatives from other Agencies

Status: Classified/Exempt (EC-8)

### **Job Summary**

Provides coordination and overall direction for the County's computer server systems and data centers. This individual is responsible for all phases of development, implementation and maintenance of the County's computer server systems (including application servers, data servers, internet servers, domain servers, print servers, e-mail servers, **Blackberry servers**, etc.) This individual also provides Level III support services for the Help Desk. This individual has no direct subordinates but could supervise other CIS Staff on a project basis.

### **Job Domains**

#### **A. Project Management**

1. Develop project implementation plans and budget.
2. Coordinate internal and external resources during implementation of project with emphasis on keeping project on schedule and within budget.
3. Develop reports and presentations.

#### **B. Systems Analysis and Design**

1. Maintain overall computer server systems and data center plan.
2. Perform needs analysis and documentation.
3. Research and determine best solution(s) to meet defined needs.
4. Develop bid specifications for equipment, software and services as required.
5. Develop standards to maintain seamless interface to all systems.
6. Collaborate with architects and engineers to ensure plans meet the specifications needed for computer server systems installation and/or modification.
7. Provide expert analysis and decisions on functions associated with software and hardware configuration of the system(s).

### C. Systems Administration, Maintenance and Operations

1. Develop and implement system backup, disaster recovery, and integrity plans for all systems.
2. Develop security plans (physical and systems based) for all systems.
3. Administer user security for all systems.
4. Develop and implement maintenance plans on all systems.
5. Perform capacity planning and performance monitoring on all systems and network.
6. Coordinate and provide supervision as required for all field service work done by technicians and other CIS personnel.
- ~~7. Coordinate, assign and prioritize work orders.~~
8. Coordinate installation and maintenance service performed by outside service providers.
9. Perform programming of computer servers and related devices as required.
10. Perform maintenance and upgrades to computer servers and related devices as required.
11. Perform Level III Help Desk support to CIS Staff and end users as required. Respond to and resolve Level III Help Desk support request to CIS Staff and end users as required.
12. Maintain inventory of systems.
13. Ensure industry and departmental standards are enforced pertaining to wiring, labeling, naming conventions, methods and documentation.
14. Develop Departmental & Enterprise standards as relates to network server implementation and usage.
15. Conduct and/or coordinate user training classes as required.

### Knowledge, Skills and Abilities

1. Thorough knowledge of basic electronic diagnosis and repair.
2. Thorough knowledge of computer server operating systems and computer networks.
3. Thorough knowledge of desktop computer systems and computer peripheral equipment.
4. Thorough knowledge of TCP/IP.
5. Thorough knowledge of Local and Wide Area data communications.
6. Thorough knowledge of NTFS Permissions Management and best practices.
7. Thorough knowledge of SMTP & POP3 e-mail setup and administration.
8. Familiarity with various operating systems and platforms.
9. Good knowledge of Office 365 implementation and management.
10. Good knowledge of Internet HTTP server setup and administration.

11. Good knowledge of Microsoft SQL Server setup and administration.
12. Good knowledge of network systems including switches, routers, firewalls, wireless access points and other related systems.
13. Good knowledge of premise wiring and fiber for video, voice and data communications.
14. Some knowledge of outside plant wiring and fiber for video, voice and data communications.
15. Good knowledge of project management principles, including budgeting.
16. Ability to plan and organize work in order to set priorities and meet deadlines.
17. Ability to relate highly technical issues and respond to questions at a layman's level of understanding.
18. Ability to communicate effectively, both orally and in writing.
19. Ability to establish and maintain effective working relationships with department heads and other employees.
20. Ability to supervise the work of others

#### **Other Characteristics**

1. Must be willing to travel and stay overnight as required.
2. Must be willing to work nonstandard hours, including weekends and overtime.
3. Must be willing to attend additional training, skills development and other self-improvement courses as deemed necessary by supervisor.

#### **Minimum Requirements**

1. Possess an associate degree or technical certificate from a recognized college, university, or technical school in Communications, Electronics, Information Technology or a closely related field. Or combination of education and experience equivalent to these requirements.
2. Minimum of one (1) years' experience as a ~~Network Support Specialist II~~, Communications Technician III or similar position that demonstrates leadership and technical capabilities in a multi-site distributed environment.
3. Should possess A+ Certification or equivalent experience.
4. Should possess Network+ Certification or equivalent experience.
5. Should possess Microsoft MCSA Certification or equivalent experience.