



SC-PAY GRADE 27

SENIOR MANAGER INFORMATION TECHNOLOGY

DUTIES AND FEATURES OF THE CLASS:

This management position is responsible for the daily operations in support of a large scale, complex, department level data network. This position works under the supervision of the Director of Information Technology. Duties include, but are not limited to, the responsibility of maintaining standardization of hardware and software, business systems, SOP's, security, IT disaster recovery, installation and management of telecommunications and network resources, etc. The incumbent is expected to exercise independent judgment in the management of multiple projects. The work requires the exercise of considerable professional skill, initiative and judgment. The incumbent will be required to share on-call duties within the Information Technology Department and be available during on-call duty. The incumbent will be required to work hours beyond the normal workday including weekends and holidays on occasion.

EXAMPLES OF WORK:

Assists in the coordination of projects within the Information Technology Department; assists in the management of day-to-day operations of the Information Technology Department; assists in the management of all quote requests, purchase orders and budgeting process for the Information Technology Department; assists in the management of Helpdesk problem resolutions, documentation of support issues and maintenance procedures; manages overall operation of the department in the absence of the Director of Information Technology; other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Must have very strong problem solving and analytical skills in a technical environment including creation and documentation of processes, procedures and problem resolution; must be self-directed, customer-oriented, quality-oriented, deadline-sensitive, and a team player; effective communication, management and project management skills; ability to diagnose, troubleshoot, repair, and document desktop, server, network, software and hardware related issues; extensive knowledge of Cisco equipment including switches, routers, and firewalls; extensive knowledge of VMware; knowledge of SAN environments (maintaining and managing); advanced knowledge of network infrastructure, advanced knowledge of server operating systems (Microsoft Windows Server 2012 preferred); ability to establish and maintain effective working relationships with department heads, elected officials, staff and vendors.

QUALIFICATIONS:

Minimum High School diploma or GED with a minimum of 10 years progressive experience in the field of Information Technology or possession of a Bachelor's Degree in computer related studies and/or equivalent experience is preferred; experience in planning, designing and installing data networks for telecommunication needs such as bandwidth monitoring and limiting, use of multiple protocols, interface and multiplexing equipment, port connections, control packets and other equipment; experience in developing strategic business plans for the expansion and installation of data network and telecommunications infrastructure including an evaluation of feasibility, compatibility and cost effectiveness; experience in information technology project management which includes planning, scheduling, staffing, coordinating, controlling, monitoring, evaluating and reporting on status of IT projects; experience in staff supervision which includes planning, assigning, and evaluating the work of others; excellent verbal and written communication skills, solid customer service and organizational skills, and strong quality orientation; proficient in Microsoft Office (Outlook, Word, Excel, PowerPoint, Access).

ADDITIONAL REQUIREMENTS:

- Direct Deposit Required
- 35 hour work week (Monday - Friday)
- Pre-Employment Background Screening
- Pre-Employment Drug/Alcohol Testing
- Possession of a valid driver's license
- Must be willing to travel and work nights and weekends occasionally

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