Infrastructure Services Manager

Dept: *Information Technology*   **FLSA Status:** *Exempt*

General Definition of Work

Performs difficult skilled technical work providing supervisory oversight to technical support staff, creating, testing, installing and repairing databases, hardware and software on computers and servicers, maintaining files, troubleshooting software issues, acting as a technology project manager, managing communication systems, and related work as apparent or assigned. Work is performed under the general direction of the Information Technology Director. Divisional supervision is exercised over all personnel within the division.

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 an individual with disabilities to perform the essential functions.

Essential Functions

- Manages, sets up, installs, updates and maintains network infrastructure ensuring network is secure and equipment is sound.
- Manages and monitors county servers including critical and non-critical applications.
- Manages county telephone and email communication systems.
- Coordinates the activities of the helpdesk staff.
- Assists with the monitoring of system data.
- Assists with controlling access by issuing user IDs, passwords and security groups.
- Prepares complex technical reports using a variety of computer languages.
- Works in coordination with other departments to ensure system needs are being met.
- Maintains data integrity, backups and infrastructure security.
- Assists with computer setup, maintenance and replacement.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Comprehensive knowledge of all phases of systems analysis; comprehensive knowledge of application help systems; comprehensive knowledge of software, hardware and database installation best practices, policies and procedures; comprehensive knowledge of the functions and operation of county departments; general knowledge of county ordinances and state and federal laws, rules and regulations related to system installation and maintenance; comprehensive skill creating reports in various computer languages; comprehensive skill operating standard office equipment, hardware and software; ability to determine department and county-wide information system needs and to formulate effective programming to meet those needs; ability to supervise and evaluate the work of subordinate staff; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to communicate openly and explain complex technology issues to users; ability to establish and maintain programming in a variety of computer languages; ability to learn or display knowledge of various operating systems; ability to organize work and prioritize tasks; ability to understand and apply governmental accounting policies in maintenance of financial records; ability to write clear and concise reports; ability to communicate ideas effectively both orally and in writing; ability to establish and maintain effective working relationships with county officials and associates.

Education and Experience

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Bachelor's degree with coursework in computer science, information technology, or related field and three to five years experience working in computer science, information technology, or equivalent combination of education and experience.

Physical Requirements

This work requires the frequent exertion of up to 25 pounds of force and occasional exertion of up to 50 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions, frequently requires lifting and occasionally requires standing, walking, stooping, kneeling, crouching or crawling and pushing or pulling; work requires close vision, ability to adjust focus, depth perception and color perception; 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, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

None.

Competencies

Leading with Integrity: Exhibits ethical and moral behavior in everyday business conduct; Earns trust of others by; disclosing information and admitting mistakes; Recognizes and resolves ethical questions; Ensures organizational ethics are widely understood; Encourages open discussion of ethical issues; Creates an environment that rewards ethical behavior

Negotiation Skills: Clarifies interests and positions of all parties; Adjusts tactics to achieve desired results; Manages conflict, manipulation, and strong emotions; Develops alternative options for mutual gain; Builds consensus through give and take

Managing Customer Focus: Promotes customer focus; Establishes customer service standards; Provides training in customer service delivery; Monitors customer satisfaction; Develops new approaches to meeting customer needs

Quality Management: Fosters quality focus in others; Sets clear quality requirements; Measures key outcomes; Solicits and applies customer feedback; Improves processes, products, and services

Team Leadership: Fosters team cooperation; Defines team roles and responsibilities; Supports group problem solving; Ensures progress toward goals; Acknowledges team accomplishments

Change Management: Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results

Managing People: Defines responsibilities and expectations; Includes subordinates in planning; Takes responsibility for subordinates' activities; Makes self available to subordinates; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Sets goals and objectives; Motivates for increased results; Recognizes contributions of others

Infrastructure Services Manager

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

_____   _____
Employee Name (Printed)   Employee Signature

_____   _____
Manager Name (Printed)   Manager Signature

_____
Date