

INFRASTRUCTURE MANAGER

DEFINITION

Under limited direction, to supervise and information technology operations and technical projects across the Infrastructure and Services Divisions including providing tangible support for System and Network Administrators with their roles and responsibilities, overseeing information security functions, assisting with operational and strategic planning, resource allocation, budgeting, and staffing; and performing other duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the full supervisory level classification for the Systems Administration series of the Infrastructure Division of IT, which provides support for agency servers and systems administration. Incumbents use advanced knowledge of technology concepts coupled with strong business and planning skills to participate in and manage information technology projects that are significant in scope and impact. Incumbents are responsible for participating in, planning, assigning, reviewing, and approving the work of subordinates while being actively engaged in mentorship. Errors may affect multiple systems and their users, create financial or legal liability, and negatively impact institutional image.

REPORTS TO

Information Technology Director

CLASSIFICATIONS DIRECTLY SUPERVISED

Sr./System Administrator
Communications Manager
Network Administrator
Communication Specialists
Business Operations Manager
Information Technology Specialists

EXAMPLES OF DUTIES

Duties include but are not limited to the following:

- Ensures the smooth operation of core technology infrastructure and resources.
- Designs, implements, maintains, and audits Business Continuity and Disaster Recovery functions and operations across the enterprise.
- Oversees the coordinated development, implementation, integration, and operation of technology infrastructure across a converged network environment.
- Develops and ensures compliance with standards, policies, and procedures within the organization.
- Monitors critical assets, infrastructure, and data resources for integrity, security, and accessibility.
- Works closely with stakeholders to develop and implement strategic initiatives to improve the state of IT within the organization.
- Serves as a liaison between IT and the departments/entities who we support to ensure effective implementation and utilization of technology.

- Develops technology projects, providing Business Analysis support, project management, staff oversight, budgeting, and reporting.
- Hires, trains, evaluates, and disciplines staff.
- Performs other related duties as required.

QUALIFICATIONS

Thorough knowledge of:

- All hardware and operating systems and platforms used at the agency.
- Computer/server operating systems, systems and/or application programming, and system security.
- The principles, practices and methods of designing and operating stand-alone and networked computer operating systems.
- The principles, practices, and methods of designing server and network infrastructures.
- Service delivery standards.
- System configuration parameters.
- The languages, hardware and tools specific to the assignment(s).
- The methods and techniques of developing and monitoring projects and managing budgets.
- Problem analysis techniques such as Root Cause Analysis.
- Basic Requests for Proposals (RFP) and Feasibility Study Reports (FSR) procedures.
- The principles, practices and methods of training and mentoring.
- Methods of long-term strategic management and technical planning.
- The principles, practices and methods of supervision, training, and mentoring.
- Principles, practices and methods of contract management.
- Programming and scripting with commonly utilized languages.
- Database and server performance tuning and security issues.

Ability and willingness to:

- Ensure proper function of the IT department and the delivery of high-quality technology services to the agency, including but not limited to items pertaining to Business Continuity and Disaster Recovery.
- Mentor, support, and supervise IT Department staff.
- Uphold standards of performance tied to organizational goals in order to control, develop and enhance productivity of staff.
- Manage multiple, large-scope IT functions effectively.
- Develop, interpret, revise, and apply operational policies and procedures appropriately.
- Understand cross-department business practices and customer needs.
- Work effectively with a wide range of constituencies in a diverse political and technical environment.
- Work independently but mentor others to solve complex technical problems.
- Exercise initiative, ingenuity and sound judgment in solving difficult administrative, technical and personnel problems.
- Perform requirements analysis and produce requirements documentation, functional specifications, use cases and entity relationship diagrams.

- Manage projects, with own staff or in matrix managed structure, including creating and managing project plans, schedules, resource allocations and risk.
- Coordinate and work with external entities.
- Integrate applicable local, State and Federal policies into County operations.
- Develop and monitor program budgets.
- Prepare clear and concise administrative and technical reports.
- Define problem areas, collect and evaluate data, validate conclusions, and make recommendations.
- Present and explain technical concepts to technical and non-technical staff.
- Use good judgment and work with minimal direction.
- Work cooperatively and effectively with other staff members, customers, vendors and contractors.
- Communicate effectively, both orally and in writing.
- Serve as a Disaster Service Worker during certain emergency operations.
- Be service oriented, effectively represent the County's Information Technology Department, and inspire others to think creatively for the good of the County.
- Establish and maintain cooperative working relationships.
- Maintain confidentiality.

TRAINING AND EXPERIENCE:

Any combination of training and experience which would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities might be:

A Master's degree from an accredited college or university in a computer related field and three (3) years of experience as a lead worker or full supervisor in systems administration;

OR

A Bachelor's degree from an accredited college or university in a computer related field and five (5) years of experience as a lead worker or full supervisor in systems administration;

OR

Seven (7) years of progressively responsible experience in systems administration, including at least three (3) years as a lead worker or full supervisor.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand, walk, stoop, kneel, and crouch; physical ability to lift and carry objects weighing up to 50 pounds on an occasional basis and in excess of 50 pounds with assistance; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; excellent verbal communication; use of office equipment.

TYPICAL WORKING CONDITIONS

Work is generally performed indoors in an office environment.

SPECIAL REQUIREMENTS:

- Satisfactory completion of a Department of Justice background investigation.
- Possession of a valid driver's license and occasional need to drive in excess of 100mi./day.
- May be asked to work other than a normal 8:00 AM to 5:00 PM shift including On-Call/After-Hours

emergency support.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents will be required to follow instructions and to perform other job related duties as may be required.

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Salary Range 83