

INFORMATION SERVICES INFRASTRUCTURE MANAGER

DEFINITION OF WORK

Under general direction, position provides advance professional level work and manages network, server, telecommunications, project planning, computer systems planning, equipment evaluation, configuration, installation, maintenance, high-level troubleshooting, security design and infrastructure design. Position forecasts the goals and direction of the infrastructure unit; supervises professional, technical and administrative staff; and performs other related duties and responsibilities as assigned. Position reports to the Deputy Information Systems Director.

EXAMPLES OF WORK

Develops work standards for the unit based on established best practices and technological needs. Reviews work through daily routine discussions and weekly meetings to ensure proper level of service is being provided to end user. Manages network, helpdesk, server systems and telecommunications staff. Work includes the design and review of internal and external infrastructure requirements, supporting the provision of voice data, and video distribution of cabling and/or other technologies. Work includes the analysis of network/server performance recommendations for improvement(s). Serves in a security specialty area ensuring the county information system's assets are protected. Serves as technical specialist in network management systems, server systems, computer systems, telecommunications, networks (i.e., data, voice, and voice over IP), network architecture, network systems administration, network services and converged network services, and project management. Participates in short and long range planning for network expansion systems integration and for technology changes regarding communications equipment. Plans for system resources allocation, distribution and network/server capacity. Evaluates project requirements and produces high-level design deliverables that enable the project team to develop solutions that are robust, flexible, scalable and secure. Manages projects through the project life-cycles of initiation, planning, execution and closure aligned with the best practices defined by the Project management Body of Knowledge (PMBOK). Establishes goals, direction and policies of the infrastructure unit while also contributing to the goals, direction and policies of the department. Develops RFP's for procurement, MOU's between various agencies and SLA's for inter/intra-agencies. Consults with all County departments pertaining to technology to determine future network, server, applications requirements and their associated costs. Develops budgetary requirements based on software, hardware and business needs. Assigns reviews and evaluates work of subordinates; develops, changes, and adjusts schedules and workflow; makes adjustments in operations and procedures; and trains and advises employees in all IT areas.

EMPLOYMENT STANDARDS

Education and Experience:

Graduation from a four-year college or university with a degree in information technology, computer science or related field and five (5) years of experience in the operation, supervision and management of an Information Technology Department; or an equivalent combination of education and experience with an emphasis on performing system analysis and application development on multiple platforms.

Knowledge, Skills, and Abilities:

Thorough knowledge of: the methods, procedures and policies of Cumberland County as such pertain to the performance of the essential duties of the position; and network management systems, server systems, computer systems, telecommunications, networks (data, voice, voice over IP), network architecture, network systems administration and project management. Considerable knowledge of: budget procedures to determine budget needs and recommend priorities based on program mission and costs; and of technical specialties to makes significant changes in methods and procedures to respond to new goals and programs. Ability to: technically review accomplishments to assure that program goals are being met; coordinate project planning; plan for utilization of staff, space, equipment and other resources; develop rules, standards, guidelines governing quality and quantity of work; translate organizational technical goals into operational plans; and determine applicability in the most difficult, controversial or precedent setting situations. Ability to weigh alternatives and consequences to make informed decisions on long-term operational issues; demonstrate vision and ability to proactively plan, implement, and forecast for organizational and/or enterprise success; establish and maintain cooperative and effective relationships with entities with which position interacts; problem solve; communicate effectively, both written and verbally; manage multiple projects concurrently; and to negotiate effectively with all contacts.

SPECIAL REQUIREMENTS

Must have or obtain PMP Certification within one (1) year of employment. Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA REQUIREMENTS

Requires the ability to perform coordinated movements for the purpose of operating a wide range of office equipment including mainframe and personal computers and related peripheral equipment. Some tasks require the ability to perceive and discriminate colors or shades of colors. Some tasks require the ability to perceive and discriminate sounds. Some tasks require visual perception and discrimination. Some tasks require oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

PHYSICAL REQUIREMENTS

Tasks involve the regular performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling. Also may involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).