

IT Technical Services Manager

GENERAL STATEMENT OF DUTIES:

Responsible for the planning and support of the technical units for Information Technology operations, projects and programs. Coordinates and oversees all activities related to the Network and Data Center technical functions. Performs highly specialized work which includes the design, installation, administering, and optimizing of WAN, LAN, Wireless, Telecommunications and related components to achieve high reliability and performance. Ensures the availability of systems, configuring new implementations, and developing processes and procedures for ongoing management of the network and telecommunications environment. Ensures the physical security, integrity, and safety of the network. Must be available to respond 24x7 to address systems issues or support business functions when required. Appointed by the Chief Information Officer. Works under the supervision of the Chief Information Officer or designated staff member.

STATEMENT OF TASKS:

Implement and maintain security solutions, including malware detection, firewall and anti-virus;

Ensure that proper security practices are followed including patching of software, updates to firmware and review of system logs on a daily basis;

Coordinate and manage the design, deployment, and maintenance of network and data center related hardware/software/appliances;

Create and maintain documentation as it relates to configuration, processes, service records and security configuration;

Perform on-site analysis, diagnosis, and resolution of complex system problems for system issue, and recommend and implement corrective solutions;

Development of business continuity and disaster recovery plans, and maintain current knowledge of plan executables;

Respond to emergency outages in accordance with business continuity and disaster recovery plans;

Manage equipment including but not limited to: software switches, routers, wireless, servers, phones, and firewalls;

Monitor the performance of network systems and troubleshoot and resolve problem areas as needed including but not limited to just upgrades and patches;

Interact and negotiate with vendors and contractors to secure products, and services;

Manage and support of systems hardware to ensure proper performance and reliability;

Provide training and written documentation for support personnel (which include Help Desk, computer technicians, and trainers, internal/external customers, and management);

Manage and/or provide guidance and/or direction of subordinates;

The statement of tasks above is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all of the duties an employee assigned to this class may be required to perform.

REQUIRED KNOWLEDGE SKILLS AND ABILITIES:

Highly self-motivated and directed with solid leadership skills;
Outstanding written and verbal communication skills
Ability to communicate with Directors, Elected Officials, customers and staff
Supervision of staff and ability to work well in a team environment;
Knowledge and expertise in IT Technical Services with an emphasis in Networking;
Familiarity with Data Center technologies including servers, storage and virtualization.
Knowledge and configuration of IT Security best practices;
Ability to work in and remain professional in high stress environment;
Ability to conduct research across a wide range of computing issues;
Ability to analyze design and architect appropriate technology solutions;
Ability to communicate to accurately convey information;
Ability to attend work regularly and work in stressful circumstances;
Passion for continuous learning.

DESIRED QUALIFICATIONS:

Bachelor's degree (Master's preferred), in the field of computer science, information sciences, or a related field.

-AND-

Twelve (10) or more years of experience as an IT professional
Five (5) or more years of experience with network administration for a large organization
Five (5) or more years of experience in an IT technical role

One or more of the following certifications preferred: CISCO CCNA Certification, Palo Alto Firewall Certification, Comptia Security +, Certified Information Systems Security Professional (CISSP)


Human Resources Director

Established: October, 2020