INFRASTRUCTURE MANAGER

DISTINGUISHING FEATURES OF THE CLASS:

This is a high level technical and managerial position responsible for planning, organizing, managing and ensuring the stable operation of the County's information technology (IT) infrastructure. The incumbent participates in the development of IT strategies in collaboration with the department's executive team and designs and implements both short-term and long-term plans to ensure infrastructure capacity meets existing and future requirements. The position is also responsible for staff overseeing installation and maintenance of servers, workstations and related devices at multiple sites throughout the county. Work is performed under the general supervision of the Commissioner and Deputy Commissioner with wide leeway allowed for setting procedures and priorities within previously discussed goals. Supervision is exercised over a variety of technical and developmental staff. Work may be performed outside of normal work hours to avoid the interruption of client computer usage.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Manages employees spanning multiple technical IT disciplines including GIS application development, server and work station installation and support, and infrastructure analysis and development;
2. Directs and oversees hardware installation and maintenance including blade centers, storage area networks, servers, personal computers, and related equipment;
3. Manages the virtual server infrastructure;
4. Oversees policies and procedures for file and data maintenance and backup;
5. Oversees the provision of support for users, including the investigation, diagnosing and resolution of problems associated with hardware and software;
6. Coordinates the analysis and management of performance of all managed systems;
7. Oversee the installation of system software and operating system updates;
8. Develops, implements and maintains IT Business Continuity and Disaster Recovery plans for all systems;
9. Conducts research and feasibility studies for various upgrade projects, system improvements and system conversions;
10. Negotiates with vendors, outsourcers and contractors to secure infrastructure specific products and services;
11. Assists with the development of the yearly IT budget.

<u>INFRASTRUCTURE MANAGER</u>

<u>FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES</u>:

Knowledge of various computer platforms, operating systems and software products sufficient to direct and manage a complex multi-platform computer infrastructure and associated networks;
Ability to analyze, evaluate and adapt new infrastructure and technologies into current and future IT systems;
Ability to identify, analyze, research, develop and implement solutions for complex problems;
Ability to exercise independent initiative and good judgment;
Ability to establish and maintain effective working relationships with staff, county employees, representatives of outside agencies and vendors;
Ability to supervise and evaluate the work of others;
Ability to write technical documentation, guidelines and justifications;
Personal characteristics necessary to perform the duties of the position;
Physical condition commensurate with the demands of the position.

<u>MINIMUM QUALIFICATIONS</u>:

EITHER: (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Computer Science, Information Systems or a closely related field and six (6) years of recent* full-time work experience in systems network analysis, design, implementation and support in a LAN/WAN setting;
OR: (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Computer Science, Information Systems or a closely related field and eight (8) years of recent* full-time work experience in systems network analysis, design, implementation and support in a LAN/WAN setting;
OR: (C) An equivalent combination of education, training and experience between the limits of (A) and (B) above.

*Recent work experience is defined as work occurring within the ten (10) years immediately prior to the date of application.

Part-time work experience is not acceptable.

<u>SPECIAL REQUIREMENT</u>:

Possession of a New York State Driver License at time of appointment and to maintain position.

ADOPTED: 01/01/2013