

Marion County Board of County Commissioners

POSITION DESCRIPTION



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

NETWORK SYSTEMS MANAGER

Department: Information Technology
Pay Grade: 115
FLSA Status: Exempt
Job Class: 2110
Risk Code: 8810

JOB SUMMARY

Responsible for planning, developing, and maintaining the County's data and voice networks for the organization.

ESSENTIAL JOB FUNCTIONS

- Oversees the research, planning, developing, installing, configuring, maintaining, administration, supporting, and optimizing of all network hardware, software, and communication links.
- Reviews requests for addition or changes to existing network, voice, video, and data telecommunication systems and makes recommendations regarding feasibility in order to maintain appropriate levels of service.
- Creates and maintains LAN/WAN documentation for content, accuracy, and integration of new systems in keeping with developing technologies.
- Assists with budgetary requirements for the network infrastructure including telecommunications systems and long-range planning related to telecommunications.
- Oversees the purchasing and inventorying of all network related equipment includes getting quotes, support contacts, negotiating pricing, documenting equipment, and location info as well as yearly Clerk inventory audit.
- Performs network design and capacity planning to ensure that the long-term Information Systems needs are identified and met.
- Recommends new network and data telecommunications systems, equipment, and service acquisitions for the County, ensuring economic and feasibility needs are met.
- Oversees the proper segmentation of CJIS, County, and Public Access networks to ensure compliance with security policies, best practice recommendation and federal/state regulations.
- Oversees port-level security to ensure only approved devices access the County's wired networks.
- Serves as technical advisor and subject matter expert for all areas relating to the network and telecommunications infrastructure.

- Serves as a project lead for various network and telecommunications projects.
- Analyzes hardware, software, and communication problems using diagnostic software and/or technical trouble shooting processes for the County's distributed computers and network.
- Monitors production and troubleshoots and initiates problem-solving. Plans and organizes special project work by evaluating conditions to determine which tasks should be performed in what order and what materials or information are required.
- Monitors and tests network performance and provides network performance statistics and reports. Recommends, schedules, and performs network improvements, upgrades, and repairs.
- May be required to work outside normal business hours, participate in an on-call rotation, have the ability to perform work remotely, respond to emergencies on a 24/7 basis, and carry a mobile phone
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

This position is officially designated as a lead worker over one or more employees. Provides continual technical guidance, review of work product, and resolution of work problems. Responsibilities include providing on-the-job training, planning, scheduling, and coordinating work operations.

QUALIFICATIONS

Education and Experience:

Bachelor's Degree in Information Technology, Computer Science, or related field; and five (5) years' progressively responsible experience in network systems administration; or an equivalent combination of education and experience.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Must successfully pass a Criminal Justice Information Services (CJIS) background check and maintain a current CJIS Level 4 Security Awareness Certification. These requirements exist at the time of hire and as a condition of continued employment

May be required to acquire and maintain professional certification(s) related to the technology and applications used by the organization.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to respond to common inquiries, complaints from customers, regulatory agencies, or members of the business community.

- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information to top management, public groups, and/or boards.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions and diagrams.
- Ability to deal with a variety of abstract and concrete variables.
- Ability to function independently and in group settings as an expert in matters of specialized policy, analyses, or complex technical systems.
- Knowledge of network systems design, protocols, and associated hardware.
- Knowledge of operating systems adopted by the County.
- Knowledge of current standards technologies associated with network systems, e.g., Novell, Microsoft.
- Knowledge of current network cabling, telecommunications and infrastructure requirements for a comprehensive network system utilizing local, wide, and wireless networks.
- Knowledge of the current technologies with respect to voice, video, and data, and applicability of new technologies to County infrastructure.
- Knowledge of Internet and Intranet connectivity devices and requirements.
- Knowledge of client/server local and wide area network environments.
- Ability to organize material, analyze a wide variety of information, and develop and implement appropriate recommendations.
- Ability to organize material, analyze information, and develop recommendations.
- Ability to express complex concepts and technical matters clearly and concisely in both oral and written formats.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

PHYSICAL DEMANDS

The work is medium work which requires exerting up to 50 pounds of force occasionally as a team lift, and/or up to 30 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects. While performing the duties of this job, the employee is regularly required to walk, talk, see and hear. The employee is occasionally required to stand and frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms. Some movements of the hands, arms and wrists may involve repetitive motion. Specific vision abilities required by this include close vision, distance vision, color vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

Work is performed primarily in various indoor and outdoor environments. While performing the duties of this job, the employee will occasionally be exposed to wet or humid conditions, high precarious places, fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions, extreme heat, and vibration; and will frequently be exposed to moving mechanical parts and risk of electrical shock.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. *Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.*