

POSITION DESCRIPTION
FRANKLIN COUNTY CHILDREN SERVICES

An Equal Opportunity Employer

JOB CLASSIFICATION: <i>Information Technology Manager 1</i>	DIVISION: <i>Operations & Inclusion</i>	DEPARTMENT: <i>Information Technology</i>
WORKING TITLE: <i>Infrastructure Manager</i>	PCN & CLASSIFICATION OF SUPERVISOR: <i>736005 Data Systems Assistant Administrator</i>	JOB STATUS: <i>Full-time</i>
CLASSIFICATION NO.: Click here to enter text.	PCN: 736006 PAY RANGE: 28	REVISION DATE: <i>5/20</i>

EQUIPMENT USED:

Telephone/conference call equipment computer/monitors calculator printer scanner fax machine copying machine automobile

MINIMUM QUALIFICATIONS/EDUCATION /TRAINING REQUIRED:

Completion of undergraduate core coursework in computer science, or completion of undergraduate core coursework in any academic major which included at least one course in each of the following:
 Advanced-level computer programming language (for example, COBOL, Delphi, Java, Powerbuilder, Visual Basic, PI 1, SAS PCS, Pacbase, Full Visual Suite, Designer 2000, Developer 2000, C, C++, Visual C, ECL, or Visual Studio), logic-based mathematics, data base concepts (for example, Oracle, Microsoft Access, Paradox, Sybase, IMS DB, DB2, Cache, DMS, or RDMS), computer systems analysis & design, & basic data processing concepts;
 Additional 6 1/2 years (78 mos.) exp. commensurate with job duties to be performed & knowledges & skills required as outlined in this document;
 18 mos. exp. in performing infrastructure management functions as defined in series purpose.

-Or 8 1/2 years (102 mos.) experience commensurate with job duties to be performed & knowledges & skills required as outlined in this document; 18 months exp. in performing infrastructure management functions as defined in series purpose.

-Or 12 mos. exp. as Information Technology Supervisor 3, 64119, or equivalent.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

PREFERRED:

Bachelor's degree in technology or a related area with emphasis in multiple technology domains. Three years of work experience using ITIL Incident and problems resolution, data warehouse and CISCO networking. Three years of maintaining CISCO environments. Obtain and maintain CISCO, Microsoft and OnBase certifications. Two yrs. exp. in network architecture, related to creation of Active Directory integrations, selection and usage or the equivalent. Proficient in database principles. Two years' experience in IT Management ideally in Government. Excellent written communication and presentation skills; strong interpersonal skills. Ability to demonstrate supportive relationships with peers, clients, partners, and vendor executives. Must be flexible and work with a high level of initiative. Must have the ability to remain professional under high pressure situations. Ability to retain and protect confidential material.

PURPOSE:

The Employee functions as the Infrastructure Manager and is an IT leader for the Management team. Supports and drives the technical work for completion of projects as well as production support. The Employee also completes change control reviews (CCR) for the technical staff and ensures all CCR follow the ITIL risk mitigations processes. The employee will help the agency achieve CFSR standards and help ensure service delivery that focuses on Safety, Permanency and Well-being for the families served by the agency. The employee is committed to practicing cultural competence by: working respectfully and effectively with people of all cultures, classes, races, genders, ethnic backgrounds, religions, sexual orientations, mental and physical abilities, ages and appearances in a manner that recognizes, affirms and values the worth of individuals, families and communities and protects and preserves the dignity of each. The employee will adhere to the agency's Guiding Principles by

serving as a child welfare professional, valuing every child, honoring families, and valuing partnerships valuing partnerships.

80%	<p>JOB DUTIES: Develops project, system &/or section policies & establishes systems/programming standards, plans & monitors systems projects & activities which may include systems integration, assists superiors with long range-planning & budget preparation, evaluates software &/or hardware products for acquisition, & meets with agency staff to discuss projects & resolve technical problems. Supervises and directs subordinate personnel and contract staff. Performs infrastructure management functions to include security patch updates, storage growth rates assessed, monitored, and budget impacts are projected. Oversee the IT infrastructure team with all levels of communication and provides guidance. Works to improve leadership capabilities within the IT department. Work with senior leadership to improve the agency's business and objectives.</p>
15%	<p>Develops and provides IT environmental documentation. Assists in the troubleshooting of "IT Service Desk" calls as it pertains to networking and software problems; consults with users on possible solutions. Participates in staff development/training, as directed. Participates in conferences and other department/agency meetings as requested; completes other administrative tasks.</p>
5%	<p><i>Performs other related duties as assigned</i></p> <p>*Position is in an on-call rotation and subject to call-in during non-working hours (24/7) as necessary.</p> <p>*Other related duties may include handling cases from Intake, if needed and if determined by HR to be qualified to do so.</p>

List no. of positions and Class Titles of positions supervised
6 Infrastructure Specialists plus consultants

 Signature of Agency Representative

 Date