

**Information Systems Director - 1390
(Network Administrator)**

Primary Reason Why Classification Exists:

To perform responsible administrative and professional level work in managing and directing all activities of the Information Systems Department

Distinguishing Features of the Class

An employee in this class is to oversee the streamlined operation of the IT department and to ensure it aligns with the business objectives of the organization. This individual's principal goals are to develop and manage application portfolios for each department and to attain all IT service level agreements for the user community within the organization. The employee plans, coordinates, directs, and designs all operational activities of the department as well as provide direction and support for IT solutions that enhance mission-critical business operations. The employee works closely with other department directors to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization. An additional role is to oversee the City's telephone, radio, and various other communications systems. Work is under general supervision of the Assistant City Manager and the employee supervises technical personnel.

Illustrative Tasks and Duties:

Responsible for infrastructure and network developments, upgrades, installations, support, and maintenance of city's fiber network, wireless network & computer systems.

Responsible for network security and disaster recovery

Analyzes and makes recommendations for system and application upgrades and replacements;

Troubleshoots complex network hardware/software problems;

Coordinates and supervises work of staff;

Coordinates with user departments to determine needs; discusses and resolves problems;

Consults with external agencies linked to computer and communication services;

Purchases, installs, repairs, and maintains network hardware, software & individual computer stations;

Maintains VOIP telephone system;

Interfaces new products to existing hardware, software, and work procedures;

Develops annual budget for department and monitors expenditures;

Provides technical assistance to users through direct consultation;

Maintains reasonable and predictable attendance;

Performs related tasks as required.

Knowledge, Skills & Abilities:

Thorough knowledge of Local Area Networks (LANs), Wide Area Networks (WANS), and Internet software, hardware and configuration development; thorough knowledge of operation, capabilities, and maintenance of hardware, software and networking applications; thorough knowledge of network development, methods, and technology; ability to perform complex analytical assessment of technology; ability to plan, organize, direct and evaluate technological needs of the city; ability to establish and maintain effective working relationships with users, department heads, external agencies and vendors; ability to communicate effectively orally and in writing.

Currently used by City: LANs, WANs & SAN technology, VMware, hubs/switches/routers/bridges, TCP/IP protocols, Linux, MS Office 2010, MS SQL 2005 & 2008, MS Server 2003, 2008, 2012, CISCO VOIP, GIS, website design and maintenance, Meraki & Ubiquiti Wireless Technology.

Physical Requirements:

This is sedentary work requiring the lifting of up to 10 pounds frequently and 50 pounds occasionally, and a negligible amount of force frequently or constantly to move objects; work requires climbing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for depth perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the working is subject to inside environmental conditions.

Working Conditions:

The worker is subject to inside and occasionally outside environmental conditions.

Education and Experience:

Any combination of education and experience equivalent to graduation from an accredited college or university in computer science or a related field and at least three years experience in the installation and maintenance of computer networks.

Special Requirements:

Microsoft Certified Engineer certification preferred.

VMWare certification preferred

Valid North Carolina driver's license

FLSA Status: Computer Professional (employee is compensated on a salary basis; is employed as a computer systems analyst, computer programmer, software engineer or other similarly skilled worker in the computer field; the employee's primary duty consists of the application of systems analysis techniques and procedures including consulting with users to determine hardware, software, or system functional specifications; or the design, development, documentation, analysis, creation, testing or modification of computer systems or programs, including prototypes, based on and related to user or system design specifications; or the design, documentation, testing, creation or modification of computer programs related to machine operating systems; or a combination of the aforementioned duties the performance of which requires the same level of skills)

Disclaimer

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The Physical Requirements and Working Conditions section of this classification may vary from position to position and a more thorough description of these elements can be found in the employee's Position Analysis Questionnaire (PAQ). The employer reserves the right to assign or otherwise modify the duties assigned to this classification.

October 2015