



JOB DESCRIPTION

<i>Title</i>	Network Support Manager				
<i>Department</i>	Information Systems			<i>Job Class</i>	M7
<i>Driving Required</i>	Yes			<i>Safety</i>	No
<i>Labor Union</i>	Unrepresented			<i>FLSA</i>	Exempt
<i>Created</i>	February 2022	<i>Reviewed</i>	September 2022	<i>Revised</i>	N/A

Purpose

The Network Support Manager is responsible for the management and oversight of county-wide IT projects and end-user support functions.

Essential Functions

A person employed in this classification must possess the capability to perform the following duties to be considered for this position. The duties are essential functions requiring the critical skills and expertise needed to meet the job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

- Evaluate new technologies for county use taking into consideration data security and integrity, compliance requirements, cost, and usability when determining suitability for the county's needs.
- Provide oversight to teams responsible for designing and implementing network solutions
- Manage projects to ensure new technologies are properly planned for, analyzed, developed, documented, tested, implemented, and monitored to meet the county's computing needs.
- Track product lifecycles and ensure that hardware and software are replaced before reaching "end of life" or "end of support".
- Work closely with the Information Systems Manager to create and manage department budget with special focus on computer hardware and software appropriations.
- Work with IT staff and end users to resolve complex hardware and software computer problems in a professional, timely, and accurate fashion.
- Responsible for developing and maintaining a disaster recovery program that prioritizes business resumption and emergency operations activities. Regularly monitor and test this plan to ensure adequate recovery point objectives can be achieved.
- Provide training to IT staff to ensure end users receive accurate, efficient, and comprehensive technical support.
- Assign, review, support, and evaluate all related roles and responsibilities of subordinate staff in the performance of tasks related to networking, security, monitoring, and documenting protocols associated with personal computer usage.



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Mandatory Qualifications

Education and Experience:

Bachelors degree, or equivalent, in computer information systems or a closely related field such as information technology, computer science, computer programming, systems analysis, or data processing, including five to eight years of information technology experience with increasingly responsible duties, or any satisfactory combination of experience and training which demonstrates the knowledge, skills, and ability to perform the essential functions of the position.

Knowledge, Skills and Abilities:

Ability to field technical questions using proven problem-solving techniques and critical thinking skills, using online research resources and/or through coordinating with technical personnel in outside support agencies.

Demonstrated knowledge, proficiency, and competency in network administration tasks, client and server operating systems, VPN technologies, unified directory and software deployment technologies, network architecture and planning, email technologies, and virtual infrastructure. Possess knowledge and experience in project management, including specific experience with agile methodology and its iterative approach.

Skill and ability to communicate effectively both orally and in writing with a diverse group of users with the end goal of providing dedicated, and excellent customer service. Skill and ability to establish and maintain working relations with county staff, the public and outside agencies

Demonstrated ability to work well under pressure, manage competing deadlines, maintain confidentiality, and prioritize tasks according to departmental and county needs.

Desired Qualifications

One to four years of previous IT management experience with increasingly responsible duties.

Possess industry standard professional certifications such as CompTIA, Microsoft, Cisco, ISACA, or equivalent.

Physical Demands

The ability to lift 35-60 pounds (i.e., PCs, computer paper, printers) daily.

Clatsop County is committed to providing reasonable accommodations as required by the Americans with Disability Act (ADA). Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions and/or physical demands.



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Working Conditions

Typical office environment. Must be able to obtain a CJIS security clearance to access jail, courthouse, and law enforcement buildings. Travel is required between outlying county buildings.

Position requires occasional overtime or schedule adjustments in order to perform computer functions when computer systems are not in use.

Supervision Received and Exercised

Works under the direct supervision of the Information Systems Manager. Directly supervises Help Desk Technician(s), Network Administrator(s), and Senior Network Administrator(s).