REGIONAL INFRASTRUCTURE MANAGER

Code No. 3-30-410
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for the management, planning and execution of key information technology projects related to the Regional Information Center (RIC). Duties include developing, maintaining, supporting, and optimizing key functional areas, particularly network infrastructure, server infrastructure, data communications, and telecommunications systems, both on premise and in the cloud. This position provides guidance to Network Administrators & Senior Network Technicians. The employee reports to, and works under the general supervision of the Assistant Director of Data Processing or a higher level staff member.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed, although not listed.)

Designs, maintains, develops & evaluates all infrastructure systems, such as Local Area Network [LAN], Wide Area Network [WAN], Internet, intranet, security and wireless implementations;

Recommends, designs and implements strategic short-term and long-term plans regarding implementation of new systems architecture and maintenance and/or replacement of existing equipment, technology and other associated tools;

Designs and implements short-term and long-term strategic plans to ensure network capacity meets existing and future requirements;

Performs network asset management, including maintenance of network component inventory, life cycle management and related documentation;

Monitors network and server performance, along with providing statistics and reports;

Coordinates overall backup and recovery strategy, as well as business continuity activities;

Coordinates the planning, implementation, and monitoring of infrastructure security policy;

Collaborates with the Regional Information Center (RIC) leadership to develop IT strategies & make budget recommendations;

Maintains communication with school district technology leaders regarding pertinent infrastructure activities;

Represents the Regional Information Center (RIC) on the Change Control Board;

Manages and provides guidance to Network Administrators & Senior Network Technicians and assists staff with advanced troubleshooting;

Researches new systems architecture standards to identify future technology needs for the Regional Information Center (RIC) and component school districts;

Coordinates relationships with vendors;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Thorough knowledge of all infrastructure systems; thorough knowledge of backup and recovery strategies; thorough knowledge of cyber security best practices, terminology & National Institute of Standards and Technology (NIST) framework; good knowledge of the employer's goals and objectives;

thorough knowledge of service and application delivery; good knowledge of system flow charts and data processing concepts; good knowledge of management principles and practices; good knowledge of strategic and tactical planning concepts; ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in emergency situations; ability to build and manage an effective infrastructure team and coordinate technical projects; ability to maintain knowledge of up-to-date technology trends and applicability of software/hardware solutions; ability to keep abreast of current projects in progress, projects in the pipeline and operational issues; ability to negotiate with vendors to secure network products and services; ability to perform general mathematical calculations for the purpose of creating needs assessments, budgets, and forecasting; ability to present ideas in a user-friendly language; ability to conduct research into networking issues and products; ability to troubleshoot hardware such as servers, routers, bridges, switches, hubs, modems, and network interface cards; ability to detect technological problems; analytical ability; ability to identify and resolve customer problems; ability to assess needs, conceive and develop long term plans and policies; ability to communicate effectively orally and in writing; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma plus EITHER:

(A)   Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in a computer or information technology field plus two (2) years paid full-time or its part-time equivalent experience in information technology specializing in developing, maintaining and supporting network infrastructure, one (1) year of which must have been in either a lead supervisory capacity* or supervisory capacity**; OR,

(B)   Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in one of the fields mentioned in (A) above plus four (4) years paid full-time or its part-time equivalent experience in information technology specializing in developing, maintaining and supporting network infrastructure, one (1) year of which must have been in either a lead supervisory capacity* or supervisory capacity**; OR,

(C)   Six (6) years paid full-time or its part-time equivalent experience in information technology specializing in developing, maintaining and supporting network infrastructure, one (1) year of which must have been in either a lead supervisory capacity* or supervisory capacity**; OR,

(D)   An equivalent combination of education and experience as defined by limits of (A), (B), and (C) above.

*Lead supervisory capacity, for the purposes of these minimum qualifications, is defined as someone who participates in and oversees projects, or directs and coordinates the work of others.

**Supervisory capacity, for the purposes of these minimum qualifications, involves typical duties such as assigning and reviewing work, evaluating performance, maintaining work standards, motivating and developing subordinate employees, implementing procedural changes, increasing efficiency and dealing with problems of absenteeism, morale and discipline. The supervision aspects must be an integral part of the job, not incidental or occasional.

SPECIAL REQUIREMENTS: If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the position.

Monroe County Civil Service Commission
ADOPTED: August 4, 2022