



## DALLAS COUNTY JOB DESCRIPTION

<b>Job Title:</b>	Manager of Server and Network Systems	<b>Job Code:</b>	7019700	<b>Job Grade:</b>	OM
<b>Reports To:</b>	Assistant Chief, IT Operations	<b>Pos. No:</b>	TBD	<b>FLSA Code:</b>	E
<b>Department:</b>	Information Technology Services	<b>Loc. Code:</b>	2010001	<b>SIC Code:</b>	9311
				<b>WC Code:</b>	8810
<b>Division:</b>		<b>CS Code*:</b>	A, B, C, or D	<b>EEO Code:</b>	C01

**Summary of Functions:** Manages and ensures the smooth and efficient operation of the County’s technology systems, to include open systems servers and storage devices, and network communications equipment, using assigned personnel and other resources.

**Management Scope:** N/A

<b>Duties and Responsibilities:</b>	<b>% of Time</b>	<b>Essential Non-essential</b>
1. Manages technical team in support of mission critical computer and network environments including system capacity , workflow, analysis, troubleshooting and service optimization; coordinates team priorities and evaluates performance.	30%	E
2. Maintains and monitors systems to ensure optimal performance, to determine system upgrade/replacement schedules, and to meet established Service Level Agreement (SLA) commitments; meet with IT Project managers to evaluate proposals / project needs; creates project schedules, develops and implements technology solutions that are required to maintain reliability and support of the network and the server systems environment.	30%	E
3. Oversees audit of existing network and server infrastructure to ensure proper setup, application of patches, and policy compliance; develops management reports to evaluate current capabilities, capacities and usage; plans for maintaining up-to-date technology and capacity.	15%	E
4. Develops and oversees project work plans and schedules; determines and allocates resources; identifies and resolves issues; assists with hiring, training and leading support staff; monitors compliance; and provides technical advice and assistance to staff, management and departments.	20%	E
5. Performs other duties as assigned.	5%	NE

\* *The Code depends on the Department where the position is located and/or funded in accordance with 86-1 of Dallas County Code.*

**Minimum Qualifications:**

Education, Experience and Training:

Education and experience equivalent to a Bachelor's degree from an accredited college or university. Seven (7) years of related work experience directly involved with desktop computing, server computers and data networks, to include two (2) years of experience as a technology manager.

Special Requirements/Knowledge, Skills & Abilities:

Knowledgeable of network and server technology, operating systems, and local, state and federal laws and regulations relevant to information technology program areas. Skilled in managing and organizing information technology program activities and identifying problems, evaluating alternatives, and implementing effective solutions. Skilled in reviewing technical data and preparing technical reports. Ability to effectively communicate, both verbally and in writing, and establish and maintain effective working relationships with employees, departments and the general public. Must possess a valid Texas driver's license, with a good driving record.

Physical/Environmental Requirements:

On call 24/7 technical support may be required. Requires prolonged sitting, standing, walking, and the ability to lift files, boxes, and other materials up to 20 lbs., unassisted.

Hay Points/Point Factor:

KH: FII2 460 pts - PS: E4 (50%) 200 pts - AC: E2P 200 pts, TTL: 860 pts - Profile: 50-25-25 (L)

Supervisor Signature \_\_\_\_\_

Date \_\_\_\_\_

Reviewed by Human Resources/Civil Service on

Date 03/07

Approved by Civil Service Commission on

Date 4/3/07

This job description shows typical requirements of a position within this classification. This description is not intended to be all-inclusive. Individual positions may vary slightly in functions, job dimensions and requirements. Any percentage of time included on each function is only an estimate and may change depending on the specific departmental tasks. Candidates whose disabilities make them unable to meet these requirements will still be considered fully qualified if they can perform the Essential Functions of the job with reasonable accommodation.