Jurisdictional Class: Competitive
EEO Category: Professional
Revised: 04/15/2019

MANAGER OF INFRASTRUCTURE SERVICES

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this class is responsible for coordinating, scheduling and overseeing all network, data communication, technical services, cyber security issues and data center operations activities within an Information Technology (IT) Department.   This work includes responsibility for understanding the formulation and interpretation of policy as it relates to the infrastructure services within an IT Department.   The incumbent will work directly with department administration to understand the implication and incorporation of technical services policy as it relates to the department as a whole. Work is performed under the general direction of a higher level supervisor, in accordance with established policies and objectives, permitting the frequent exercise of independent judgment. The incumbent oversees the work of assigned staff members. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)
Oversees technical infrastructure services, including installation and setup of storage area networks, Ethernet, switches, IP routers, firewalls, virtual servers and active directory services;
Provides technical expertise and oversight for network security, with a heavy focus on cyber security issues;
Establishes implements and maintains a configuration management strategy to ensure changes made to county systems are well-planned, well executed and well documented;
Trains designated staff in configuration management methodology;
Monitors systems for alerts and notifications for faults and failures;
Works with IT staff to respond to network events;
Maintains security of data as it is transmitted over the network;
Meets with vendors to assess new technologies;
Plans, reviews and approves design of perimeter security, network and network equipment upgrades.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of computer processing systems, principles and methods of application; good knowledge cybersecurity defense methodologies; working knowledge of all phases of the organizations operations; excellent verbal and written communication skills; skill in developing and maintaining effective interpersonal relations; ability to understand and carry out complex written and verbal instructions; ability to plan, evaluate and direct the work of others; ability to analyze and evaluate current systems and strategically plan for future upgrades and growth.

MINIMUM QUALIFICATIONS: Either:

(A)   Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Cyber Security, Computer Information Systems, Telecommunications or Network Engineering, **AND** three (3) years of experience in local area network (LAN) / wide area network (WAN) implementation and maintenance; **OR**

(B)   Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Cyber Security, Computer Information Systems, Telecommunications or Network Engineering, **AND** five (5) years of experience in local area network (LAN) / wide area network (WAN) implementation and maintenance.

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.

SPECIAL REQUIREMENT FOR ONEIDA COUNTY GOVERNMENT ONLY: Criminal Justice Information Systems (CJIS) Security Clearance is required for appointment and must be maintained throughout appointment.

Adopted: 08/23/2016
Revised: 04/15/2019