

**ROWAN COUNTY  
HUMAN RESOURCES**

**JOB DESCRIPTION**

**Job Title:** Infrastructure Manager  
**Department:** Information Technology  
**Revised:** September 2020

**Class:** Professional  
**FLSA:** Exempt

*This job description supersedes any prior description for the Infrastructure Manager Classification.*

**GENERAL DESCRIPTION**

Highly responsible technical and supervisory work in the management of the County's network systems and its continuing operation. Involves troubleshooting and correcting a variety of network problems and assisting in the formulation of solutions to user problems and their implementation. Work is performed independently, and general supervision is received from the Chief Information Officer through observation and periodic conferences.

**ESSENTIAL JOB FUNCTIONS** (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Manages the network systems and detects, analyzes and resolves issues when necessary.

Makes recommendations for products and services enhancements, manages network and server security, maintains systems and troubleshoots a variety of complex issues after initial review by support analysts.

Designs, develops and implements information systems and operations systems in support core business functions.

Evaluates end users needs, client goals, budgets and existing applications to define system requirements and technical standards.

Recommends upgrades, patches and new applications and equipment supporting clients and the virtualized server infrastructure.

Maintains and evaluates telecommunications including VoIP (county desk phones), cellular and mobile data systems and solutions.

Tests network and server performance and develops strategies for maintaining network and server infrastructure.

Manages and ensures effectiveness of servers, including e-mail, print, and backup servers, and their associated operating systems and software. Responsible for on-site and off-site data centers.

Oversees the administration of user accounts, permissions, and access rights.

Manages infrastructure division personnel and develops policies and procedures governing how to troubleshoot IT issues and oversees timely delivery of quality technical support to internal customers.

Supervises, trains, and evaluates the performance of infrastructure division personnel.

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### **OTHER JOB FUNCTIONS**

Performs related duties as required.

*Management reserves the right to add or amend duties at any time.*

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Considerable knowledge of PC technology and networking.

Considerable knowledge of a wide variety of technologies to effectively support clients' technical needs.

Considerable knowledge of the capabilities and operation of microcomputers, system software, and networks and their limitations.

Considerable knowledge of the techniques used in installing microcomputer hardware and software.

Knowledge of available technologies to assess and recommend solutions for work of moderate complexity in voice, video, and data.

Knowledge of computer principals, techniques, operating systems, networks, and hardware and software packages.

Knowledge of techniques used in computer system design and implementation.

Ability to work independently and perform job duties with general supervision.

Ability to evaluate and maintain network technology.

Ability to identify reoccurring network problems and take action to prevent future occurrences.

Ability to troubleshoot technical networking problems and implement appropriate solutions.

Ability to analyze end-user system and program needs.

Ability to communicate effectively, both orally and in writing, and to maintain effective working relationships with other employees.

Ability to install and tailor client devices to the needs of the users.

### **PHYSICAL REQUIREMENTS**

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 35 lbs or less. Work may include extended periods of time viewing a computer video monitor or operating a keyboard. Work includes operation of a motor vehicle. Employee is not substantially exposed to adverse conditions or hazardous materials.

### **EXPOSURE CONTROL**

Work activity does not entail predictable or unpredictable exposure to blood and body fluids.

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**MINIMUM EXPERIENCE AND TRAINING**

Bachelor's Degree from an appropriately accredited college or university in Computer Information Systems, Computer Technology, or related area and three years of work experience in Information Technology with a concentration on networking and client management; or an Associate's Degree from an appropriately accredited college or university in Computer Information Systems, Computer Technology, or related area and five years of related work experience; or an equivalent combination of education and experience. A valid driver's license is required. Network+, A+, Microsoft and/or Cisco certifications required.

**This job description does not create an employment contract,  
implied or otherwise.**