

**ROWAN COUNTY  
HUMAN RESOURCES**

**JOB DESCRIPTION**

**Job Title** : Systems & Network Manager  
**Department:** Information Systems  
**Revised** : December 2013

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

*This job description supersedes any prior description for the Systems & Network Manager classification..*

**GENERAL DESCRIPTION**

Highly responsible professional and supervisory work over the technical staff of the Information Systems Department. Employee is responsible for the County's PC network 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 Information Systems Director 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.)

Interviews applicants for positions supervised and makes hire recommendations to the Information Systems Director that are given particular weight; provides input into decisions concerning promotions and salary adjustments for individuals supervised.

Supervises and trains technical staff, evaluates their performance, completes performance appraisals, and administers disciplinary procedures.

Assists the Information Systems Director in the budgetary process, evaluates and monitors budgetary expenditures, and completes special projects assigned by the Director.

Provides technical advice and assistance to Information Systems staff.

Consults with Department Directors and staff to assess needs and recommend appropriate hardware and software applications to make recommendations to the Information Systems Director.

Assists in system control and administration.

Performs network management and maintains various systems in fully operational status.

Manages workstations and servers in several departments across the County which run on one or more protocols; works on hardware and software of the workstations to ensure they are communicating properly with the server.

Tests wiring, manages protocols, and analyzes network activity.

Performs maintenance on the network to improve performance, security, and efficiency, and troubleshoots and repairs problems which may occur.

Installs new workstations and tailors the workstation to meet the user's needs; reconfigures old workstations for use of another user.

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Discusses future plans and improvements for the network with the Information Systems Director; researches, schedules, and implements required work for outstanding projects.

Responsible for departmental operations during the Director's absence and is given considerable discretion when acting on the Director's behalf.

### **OTHER JOB FUNCTIONS**

Configures and orders computers and new equipment.

Serves "on-call" on a rotating basis for after hours systems problems.

Performs related duties as required.

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

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

Thorough knowledge of the principles, practices, hardware, software and equipment related to local government information systems operations.

Thorough knowledge of modern techniques in systems analysis and design.

Considerable knowledge of the organization and functions of local government.

Considerable knowledge of PC technology and networking.

Ability to monitor and maintain computer systems security.

Ability to troubleshoot technical networking problems and implement appropriate solutions.

Ability to exercise discretion and independent judgment to analyze data and situations, reason logically, and draw valid conclusions.

Ability to supervise subordinate personnel and to plan, program, direct, and control the work and employees involved in departmental operations.

Ability to establish and maintain effective working relationships with officials, department directors, key employees in other departments, and subordinate staff.

Ability to communicate and express ideas effectively, orally and in writing.

Ability to install and tailor workstations 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 may be exposed to hazardous materials.

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**EXPOSURE CONTROL**

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

**MINIMUM EXPERIENCE AND TRAINING**

Bachelor's Degree from an accredited college or university in Computer Information Systems, Computer Technology, or related area and five years of experience involving networking and installation of personal computer hardware and software; or an equivalent combination of education and experience. Previous supervisory experience is required. A valid driver's license is required.

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