

Infrastructure Manager

Position Code: 2525

WC Code: 9410

FLSA Status: Exempt

Pay Grade: 362

Location: Innovation & Technology

Approval Date: 2023

General Statement of Duties

The Manager of the IT infrastructure team is responsible for ensuring optimal performance of the team and the various products, services, and systems they support both across all of the Town's various operating locations.

Distinguishing Features of the Class

An employee in this class under general direction, plans, directs, and manages the day to day operations of the Infrastructure team and any related projects. In this capacity, the Infrastructure Manager is responsible for the supervision and performance evaluation of all infrastructure team staff; for the coordination of and for ensuring the consistency of Service Level agreements between all Town Departments and IT. Work is performed under the general direction of the IT Director and is evaluated by periodic conferences, review of records and reports and overall effectiveness of the Town support systems.

Duties and Responsibilities

Lead a team of IT Infrastructure Professionals who provide support to over 650 end users and over 1000 devices, including critical systems such as servers, routers, cameras, backups, etc.

Design and implement operations and communication strategy to promote a positive brand and image for the team.

Develop and implement IT procedures, policies, and best practices with regard to Infrastructure operations.

Oversee and monitor backups and replication for all the Town's critical systems and perform regular test of disaster recovery and business continuity operations.

Evaluate, coach and develop team members by designing and driving the successful completion of goals.

Troubleshoot hardware, software, design, configuration, and programming issues, acting as an escalation point for the team as needed.

Manages enterprise level infrastructure networks including both local and cloud based.

Act as a key contributor for defining, delivering, and supporting IT solutions and initiatives; a wide degree of creativity and initiative is expected.

Work with management to set goals, achieve results, and be accountable for IT service level commitments and strategic plans.

Act as a leader in innovation and planning for future projects and overall continued operations.

Manages long- and short-range technology planning.

Assist with budgeting, inventory, purchasing, approvals, and overall management of IT assets, including recommendations for hardware and software to support the changing needs of Town operations ensuring cost optimization.

Maintains technological proficiency and certifications through training and education sessions, seminars, workshops, and courses, and by reviewing on-line and published literature or training.

Performs other duties as assigned.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Thorough knowledge of enterprise level Microsoft products, including Windows Server, Active Directory, and Azure.

Thorough knowledge of the principles and practices in the management of computer networks and servers, including network security.

Considerable knowledge of server systems setup, configuration, and support.

Considerable knowledge of enterprise level virtualization systems including VMWare and/or Hyper-V.

Skill in investigating, analyzing, and resolving technical problems with hardware, software, and peripheral components and/or operator issues.

Skill in the installation and operation of various network and server systems and related software applications.

Ability and desire to keep current and actively seek new technology solutions and apply them to organizational needs.

Considerable experience managing Cisco Call Manager environments and related services.

Considerable experience managing complex network infrastructure at an enterprise level.

Ability to manage multiple projects.

Ability to understand and follow written and oral instructions.

Ability to establish and maintain effective working relationships with officials, department heads, employees, general public and vendors.

Strong customer service and team-working abilities. Outstanding communication and interpersonal skills.

Excellent troubleshooting and problem-solving skills.

Experience responding to high-severity issues and/or outages.

Experience establishing and meeting goals for service improvement; collection of metrics and related reporting.

Physical Requirements

While performing the duties of this job, the employee is frequently required to reach with hands and arms, sit, talk, and hear. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. This position involves sedentary work requiring the employee to exert up to 20 pounds of force occasionally; 10 pounds frequently and/or a negligible amount of force constantly to move objects.

Must possess the visual acuity to inspect, analyze, and repair computers and other technology.

Minimum Education and Experience

Bachelor's degree from an accredited college or university with major course work in computer science or related field and five to seven years' experience in networking systems, LAN/WAN network administration, enterprise security, and server administration; or an equivalent combination of education and experience.

Special Requirements

Possession of a valid North Carolina Driver's License.