



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: Systems and Support Manager – 911/EM **NEW:** **REVISED:**
(Please check one)

REPORTS TO: Deputy Director, IT **FLSA:** Exempt **DATE:** 09/2024

DEPARTMENT: Information Technology **JOB CODE:** 202

SUMMARY:

With general supervision, manages the operations and staff; analyzes and prepares budgets; analyzes, designs, implements, and maintains computer systems and network infrastructure that provides services to the County 911 Center and the Office of Emergency Management.

ESSENTIAL FUNCTIONS:

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

Plans, organizes, prioritizes, coordinates, assigns, and evaluates the work of assigned staff. Works closely with management and other professional staff within the County. Responsible for management activities including planning, budgeting, policy development, and implementation of departmental and County objectives.

Assists in developing a budget based on the County 911 Center and Office of Emergency Management technology needs; monitors expenditures; and recommends adjustments as needed. Evaluates staffing needs and requirements. Provides input into evaluating new technical proposals to determine their appropriateness, adherence to existing policy, and impact on existing infrastructure. Assists County 911 Center and Office of Emergency Management in developing technical RFPs and bid specifications. Establishes and maintains support and maintenance contracts on computer systems.

Manages technical staff who install, implement, and maintain County computer equipment and software. Performs project management and reviews projects assuring completeness and meeting of expectations. Provides technical consulting services to County 911 Center and Office of Emergency Management departments regarding using County computers and networks to satisfy business needs. Develops and maintains system security procedures. Writes, tests, and documents computer systems and their operations.

Researches and keeps current on new technology. Researches, develops, recommends, and supports integration of database systems with other platforms such as imaging systems, GIS servers, web servers, and Microsoft Office.

KNOWLEDGE AND SKILL:

1. Comprehensive knowledge of the principles and practices of computer science.
2. Considerable knowledge of systems design, programming, operations, and network design.
3. Considerable knowledge of Boone County policies and procedures.
4. Comprehensive knowledge of planning, organizing, budgeting, and managing projects and staff.
5. Ability to manage, develop, supervise, and motivate professional, technical, and related staff.
6. Good skills in communicating orally and in writing, and in establishing and maintaining cooperative working relationships with other departments and the public.
7. Skill in hiring, training, managing, and evaluating staff.
8. Ability to develop short and long-range plans that meet established objectives and contribute to the overall goals and mission of the County.

PHYSICAL DEMANDS:

The majority of work is performed in a professional office setting and is generally sedentary. Must possess vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the phone. Position requires CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 25 lbs., and transporting distances up to 50 yards. OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects.

WORK ENVIRONMENT:

This job operates in a professional office environment. Professional attire is required. This position routinely uses office equipment such as computers, calculators, multi-line telephones, photocopiers, large format printers and scanners, binding machines, hand-held recording devices, filing cabinets, and fax machines. This position is routinely in contact with the public, other Boone County employees, elected officials, and members of other entities.

MINIMUM QUALIFICATIONS:

Bachelor's degree in computer science or related field; three to five years of computer systems technical support experience on the MS Windows Server platform; three to five years of management experience OR the equivalent combination of education and experience. Must have significant experience in MS Windows Server, IP networking, Information Technology operations, databases, systems design, logic structures, application administration, PC workstations, and integration of platforms. Excellent written and oral communication, organizational, and analytical skills, ability to multi-task, and customer service skills are essential.

PREFERRED QUALIFICATIONS:

Personnel supervision experience with a working knowledge of administrating servers, database systems, end-user applications, development/production environments, IP networks, user

security, file servers, and backup and recovery systems. Exposure and/or experience with VMware, MS SQL Server, MS Active Directory, Web servers, FTP, and ESRI software are also a plus.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.