

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB386 Infrastructure Manager
POSITION #/TITLE: 2503 Information Technology Infrastructure Manager	Adopted: 02-08
	Revised: 03-15

POSITION DESCRIPTION

Dept: Information Technology	Manager Level: Manager
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 16
Reports To Position #/Job Code #/JC Title: 1252/NB343/Chief Information Officer	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Exempt	City Overtime Status (Employee Type): Exempt (Salaried)
Physical Demand Rating: Light	Work Environment: Controlled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Job fit assessment, knowledge test, skills test
Personal Protective Equipment: None	

General Statement of Duties

Manages data center, networks services, desktop services, LAN, WAN, network hardware systems, network operating software, telecommunications, troubleshooting, and the timely and reliable delivery of system services including 24 x 7 data center, network hardware systems, network operating software, messaging, LAN, WAN, desktop services and support, end user services and support, and telecommunications services and support enterprise wide. Responsible for the overall management and availability of the City's WAN/LAN, servers, applications, development aids/tools, databases, cabling, data and voice-related infrastructures. Position requires 24x7 on call service for enterprise networking services.

Distinguishing Features of the Class

Considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the classifications of Network Engineer, Network Analyst, Network Technician, Systems Engineer and Systems Technician Specialist.

Examples of Essential Work (Illustrative Only)

Oversees, manages and sets the strategic direction of the City's WAN/LAN infrastructure in accordance with the long-term technology objectives;
 Manages the networking infrastructure staff and monitors support staff to ensure the maintenance of excellent delivery of support and system availability;
 Creates, manages and executes infrastructure-related projects independently using a prescribed project management lifecycle methodology;
 Provides senior level support for enterprise wide systems, network, database, IT, infrastructure and business reporting;
 Oversees provisions of end-user services, including help desk and technical support services;
 Identifies and delivers infrastructure needs of new facilities as well as integrating into existing City systems;
 Implements and manages a virtualization strategy into City systems;
 Implements a comprehensive wireless strategy into City locations;
 Coordinates major administrative and tactical efforts developed by the Chief Information Officer based on defined Information Technology Strategy;

Provides consolidated preparation and reporting on daily Information Technology Infrastructure;
Manages the Wintel and Linux Data Center Operations teams tasked to design, execute, and troubleshoot all Wintel and Linux installations;
Administers and makes recommendations for the data center's Storage Area Networks, and support the daily operations of all Wintel and Linux installations;
Provides quality, timely and accurate end-to-end support of any issues within functional area of responsibility;
Performs proactive network status checks as part of normal surveillance activities, ensuring optimum performance;
Performs tracking and management of incidents to resolution in accordance with procedures;
Creates management reports and metrics;
Implements Information Security Manager recommendations as adopted by CIO;
Ensures the availability and uptime of all production services by managing the deployment, monitoring, maintenance, development, upgrade, and support of all Information Technology systems, including network, servers, PCs, operating systems, hardware, software, and peripherals;
Evaluates new technology to meet business requirements and ensure the high-availability, reliability, and performance of existing Information Technology infrastructure;
Develops and manages operating, staffing, and project budgets;
Develops and manages capacity planning to ensure required resources are available;
Manages vendor relationships and contract/price negotiations as required;
Manages the development, implementation, testing, and maintenance of disaster recovery (DR) procedures and BCP plans;
Assists with new hardware rollout and migrations, Windows patching and troubleshooting, and Disaster Recovery testing;
Participates in implementing system security patches and process development;
Performs hardware configuration, detailed analysis, management reviews, policy reviews, repair and maintenance of all IT infrastructure related physical devices including but not limited to, Servers, PC's and any other device connecting to or protecting City IT assets;
Develops database inquiries, reports and other software applications as needed for the support of specialized security investigations, analysis or support;
Maintains all appropriate records on departmental computer operations and security related activities;
Administers performance reviews and career planning, and provide leadership to Infrastructure team members;
Trains and assists other employees in the use of the various computer applications and troubleshoots operational problems as requested;
Assists with internal and external investigations involving forensics, chain of custody, etc.;
Conducts timely performance reviews and monitors performance and staffing needs;
Performs all work duties and activities in accordance with City policies, procedures and safety practices;
Attends work regularly at the designated place and time;
Supports continuous process improvement initiatives;
Performs related work as required.

Required Knowledge and Abilities

Thorough knowledge of software, hardware and computer operating systems (specifically Microsoft Windows XP Workstation and Microsoft Office Professional);
Thorough knowledge of the functions and operations of the Information Technology Division;
Thorough knowledge in high level systems planning, design, development, maintenance and troubleshooting;
Thorough knowledge and understanding of routing and routing protocols;
Thorough knowledge in managing Data Center personnel including hiring, termination, and administering performance reviews;
Thorough knowledge in administration and support of server operations;

Thorough knowledge in administration and support of Data Center Infrastructure Operations, including monitoring of servers and storage environments;
Thorough knowledge of Avaya networking products;
Thorough knowledge and experience with MS ISA server 2004 and 2006;
Thorough knowledge of TCP/IP on Windows and LINUX Server operating systems;
Thorough knowledge of Storage and Backup management;
Thorough knowledge and understanding of MPLS networks;
Ability to lead complex projects;
Ability to effectively prioritize and execute tasks in a high-pressure environment;
Ability to troubleshoot and resolve backup and restore failures;
Ability to analyze business metrics and determine best way to monitor;
Ability to automate routine manual testing;
Ability to create scripts and programs to monitor services;
Ability to train others in the use of computer operations and software applications;
Ability to install new computers, hardware and software;
Ability to recognize departmental needs and design automated data systems;
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Graduation from an accredited college or university with a Bachelor's Degree in Computer Science or Computer Engineering or a closely related field; and
Considerable experience managing IT operations for reliability, availability and serviceability and considerable experience working with computer software, hardware and operations systems related to IT security administration; or
Any equivalent combination of experience, training and certification which provides the knowledge, skills and abilities necessary to perform the work

Required Special Qualifications

Valid Iowa Driver's License.
Certification in Microsoft MCSE 2000 or equivalent (Minimum).
Certification in CISA, CISM CompTia A+, Network+, or Server+, additional training preferred.
Information Technology Infrastructure Library certification preferred.
May be required to obtain Iowa NCIC certification based on work assignment.

Essential Physical Abilities

Requires the following, with or without reasonable accommodation:
Clarity of speech and hearing which permits the employee to communicate effectively;
Sufficient vision which permits the employee to operate equipment and tools;
Sufficient manual dexterity which permits the employee to operate equipment;
Sufficient personal mobility which permits the employee to visit various and other work stations in the City.