


City of Fernandina Beach
Job Description


City Manager/Signature
9/30/14
Date

Title: Information Technology Manager
Department: Information Technology
FLSA Status: Exempt
Reports To: Controller
Pay Grade: 140


Minimum Qualifications

- A. Education and Experience:
Bachelor degree from an accredited four-year college or university with major course work in computer science, information systems, network systems or a related engineering discipline; a total of four (4) years supervisory experience; and a total of six (6) years' experience in at least two of the following areas: data communications, computer networks/systems/security, communication projects required. A comparable amount of training, education or experience may be substituted for the minimum qualifications.
- B. Certifications/Licenses:
Valid Florida Driver License is required.
ITIL Foundation certification is required.
CCNA, CCNP, MCSE, VCP and/or equivalent nationally and industry recognized certifications are strongly preferred.
- C. Knowledge, Abilities, and Skills:
Must have strong planning and organization skills, customer service orientation, and problem analysis and resolution capabilities. Excellent interpersonal and communication skills (oral and written) required. Thorough knowledge of industry standard IT service management strategies and best practices. Thorough knowledge of theories, principles, standards, practices, tools, and materials of communication/data networks, fiber optics, voice processing, video processing, and knowledge of radio transmission systems. Thorough knowledge of common industry standard disaster recovery strategies and techniques. Advanced knowledge of Windows systems is required. Working knowledge of virtual environments utilizing SANs is required. Some knowledge of UNIX, Linux, and Mac OSX systems is desired. Proficiency in Microsoft Office Suite required. Ability to interpret and work from technical manuals, schematics, and blueprints. Ability and experience to lead, coordinate, and participate in key process improvements as they relate to the entire IT environment. Knowledge of relevant equipment, policies, procedures, and strategies to promote effective security operations for the protection of people, data, and property.

General Description

The IT manager's role is to ensure the streamlined operation of the IT department in alignment with the business objectives of the City of Fernandina Beach. The IT manager will plan, coordinate, direct and design IT-related activities of the organization, as well as

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provide administrative direction and support for daily operational activities of the IT department. The IT manager will work closely with decision makers in other departments to identify, recommend, develop, implement and support cost-effective technology solutions for all aspects of the organization. The IT manager will also define and implement IT policies, procedures and best practices. This position performs advanced, complex technical and analytical work to manage the support of a robust multi-facility network environment, specifically designed, operated and maintained to provide highly reliable and secure communication paths necessary to deliver services and to protect the City of Fernandina Beach's technology and services.

Essential Functions

1. Performs all supervisory responsibilities associated with the IT department.
2. Manages and acts as the project lead for the deployment, monitoring, maintenance, development, upgrade and support of all IT systems, including networking, telecommunications, servers, PCs, operating systems, hardware, software, peripherals and Office Automation equipment.
3. Oversees end-user services, including help desk and technical support services.
4. Works with stakeholders to define business and systems requirements for new technology implementations.
5. Keeps current with the latest technologies.
6. Plans, designs, installs, administers, operates, tests, and maintains the City's multi-facility network; installs and maintains physical and virtual appliances, servers, routers, switches and other hardware to ensure stable operations, system connectivity, network monitoring (including incident and remote access), and optimal network traffic performance.
7. Plans, designs, installs, administers, operates, tests, and maintains wired and/or wireless devices in conformance with established practices for a multi-facility network environment for such activities as change management, configuration control, preventative maintenance, and electronic access control.
8. Plans, designs, installs, administers, operates, tests, and maintains redundant systems, processes and procedures to ensure disaster recovery and the integrity of critical network systems and assets.
9. Plans, develops and periodically conducts simulations to test system disruptions; develops disaster recovery and business continuity plans and procedures and disaster avoidance and impact-reduction strategies for the security and restoration of the communication/data network in the event of natural disaster, technical failure, power outages, and human interference.
10. Evaluates and conducts risk assessments and vulnerability assessments of the critical network functions of the multi-facility environment.
11. Designs, develops, implements, tests, maintains and enforces programs, procedures, technologies and plans for physical and electronic security.
12. Keeps current with emerging security alerts and issues.

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13. Designs, performs or oversees penetration testing/Vulnerability Assessments of the multi-facility COFB environment; performs incident recovery procedures and any other measures required in the event of a security incident.
14. Implements, operates, and maintains network security systems and their corresponding or associated software, including firewalls, VPNs, intrusion detection systems, cryptography systems, biometrics, log file analysis, anti-virus software and all other network security activities.
15. Communicates network security policies and procedures required for regulatory compliance, to end users, control room operators and remote facility staff.
16. Performs work outside of regular business hours as required to effect COFB environment changes and as otherwise needed.
17. Assists in providing computer/network support relating to software and hardware problems reported by users.
18. Assists in gathering bid prices on equipment and supplies as needed.
19. Negotiates and administers vendor, outsourcer and consultant contracts and service agreements.
20. Performs other duties as assigned.

Essential Physical Skills

Acceptable eyesight, hearing (with/without corrections), ability to communicate (orally and in writing), moderate lifting and carrying (up to 40 lbs.), reaching, pulling, pushing, sitting, walking, standing, kneeling, and bending. Must be able to perform sedentary work on an uninterrupted basis. Reasonable accommodations will be made for otherwise qualified individuals with disability.

Environmental Conditions

Works inside in an office environment and at times may require performance of tasks outdoors under varying climatic conditions. Work may require exposure to hazardous conditions, varying noise levels, moderate heat and/or confined areas. On-call work is required; may require working outside regular business hours, including nights, weekends and holidays.

Travel

Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected (approximately 10% or less).

Key Competencies

Integrity, Leadership, Professional knowledge, Analysis, Attention to Detail, Communication (oral and written)