



JOB POSTING TECHNOLOGY MANAGER

Department: Administration

Classification: Exempt

Locations: City Wide

Division: Information Technology

Salary: Up to \$75,000

Base Hours: 8am - 4pm (Plus on-call)

GENERAL PURPOSE: Under the general direction of the Service Director, this position oversees and coordinates the technology needs of the City. The Technology Manager position requires in-depth knowledge of modern IT needs including security, disaster recovery, networking, telephone and software applications. Responsible for maintaining, analyzing, troubleshooting and repairing all areas of technology and security.

ESSENTIAL DUTIES: Reasonable accommodations, as prescribed by the Americans with Disabilities Act, may be made to enable individuals with disabilities to perform the essential job functions:

- Prepare and maintain Technology Plan and annual budget for the Information Technology Department
- Design and implement IT policies
- Actively manage the purchase of all approved software, hardware, IT supplies and peripheral items Effectively communicates relevant IT-related information to superiors and staff
- Ability to communicate difficult/sensitive or confidential information tactfully
- Oversees all help desk activities and responds to escalated help desk issues and tracking all information through City's tracking software
- Maintains IT and security infrastructure, Responsible for network security monitoring, ensuring and establishment monitoring of network security and that all data is backed up in compliance with City policies and applicable laws
- Suggests areas for improvement in internal processes along with possible solutions
- Complies with and helps to enforce standard City policies and procedures
- Remains on the forefront of emerging industry practices
- Communicate with the vendors and manufacturers for service level agreements and oversee compliance
- Ensures that City assets are maintained responsibly. Maintains inventory of equipment (hardware, software & licensing) and parts as well as documentation of vendor activities
- Excellent knowledge of current protocols and standards including storage, networking, application and other protocols

- Manage and ensure effectiveness of servers, applications and their associated operating systems and software, network hardware and equipment, including routers, switches, UPSs, firewalls, etc.
- Manage and ensure effectiveness of security solutions, including firewalls, End Point protection solutions, and intrusion detection systems
- Test network and server performance and provide network performance statistics and reports; develop strategies for maintaining network infrastructure
- Oversee the administration of user accounts, permissions, and access rights in AD and Office 365
- Core competencies shall include Windows Server, Office 365 Suite Administration, Microsoft Azure, SQL Server and other Windows-network based technologies and modern telephony administration and security
- VMWare Virtual Environments, and Cisco Networking configuration and maintenance.
- Storage technology competence to include iSCSI, SAN, NAS and DAS-based platforms
- Responsible for DR/BC (disaster recovery / business continuity) planning, management and administration on-site and off-site data centers
- Planning and implementation of additions, deletions and major modifications to the supporting infrastructure to include Windows updates, software patches and other regularly scheduled patching with minimal impact to the City during business operations
- Responsible for troubleshooting, systems backups, archiving, and disaster recovery
- Interacts with clients on all levels to help resolve IT-related issues and provides answers in a timely manner; works to foster relationships with the clients
- Resolves and/or escalates issues in a timely fashion
- Regular and reliable attendance
- Completes additional duties as assigned

QUALIFICATIONS AND SKILLS:

- Graduation from an accredited institution with a relevant associate's degree or specialized certification in Information Technology field; and OR
- Minimum Four (4) years related experience in progressive IT experience.
- Must be able to obtain and maintain LEADS and CJIS Compliance
- Valid Ohio Driver's License
- Certifications (desired)
 - a. A+
 - b. Microsoft Technology Associate (MTA)/Microsoft Office Specialist (MOS)
 - c. Microsoft Master Level Certifications.
 - d. Cisco Certified.
 - e. LEADS certified (within 30 days)

- Extensive technical knowledge to include but not limited to Microsoft software platforms including Server and Desktop Operating Systems, Office 365, SQL Server, Active Directory/Azure, Group Policies, DNS, ERP, DNS, storage area networks (SAN), network-attached storage (NAS), direct-attached storage (DAS), iSCSi, WAN acceleration, VMWare virtualization, firewalls, core Switching/Routing, SSL/IPSec, Business Continuity, Disaster Recovery
- Experience with modern phone system administration and configuration.
- Knowledge of applicable government standards and guidelines for technology and Records Retention Guidelines

PHYSICAL AND ENVIRONMENTAL DEMANDS: While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is frequently required to walk, stoop, use arms and/or hands to reach, and use hands and fingers to handle or feel objects, controls or tools.

Occasionally required to climb or balance; bend over, stoop, kneel, crouch, or crawl in tight spaces.

The employee must frequently lift and/or move up to 50 pounds. The employee may occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include a close vision, peripheral vision, color vision, and the ability to adjust focus.

While performing the duties of this job, the employee is often exposed to undesirable weather conditions including, but not limited to, extreme heat, rain and wind.

THE DUTIES LISTED ABOVE ARE INTENDED ONLY AS AN ILLUSTRATION OF THE VARIOUS TYPE OF WORK THAT MAY BE PERFORMED. THE OMISSION OF SPECIFIC STATEMENTS OF DUTIES DOES NOT EXCLUDE THEM FROM THE POSITION IF THE WORK IS SIMILAR, RELATED, OR A LOGICAL ASSIGNMENT TO THE POSITION. THE JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT BETWEEN THE EMPLOYER AND THE EMPLOYEE AND IS SUBJECT TO CHANGE AS THE NEEDS OF THE EMPLOYER AND REQUIREMENTS OF THE JOB CHANGE.

It is the policy of the City of Huron to provide equal employment opportunities without regard to race, religion, color, sex, sexual orientation, gender identity, gender expression, national origin, marital status, age, military status, genetic information, disability or any other legally protected class status.

QUESTIONS REGARDING THIS POSITION MAY BE DIRECTED TO:

Andrea Rocco, Personnel

andrea.rocco@huronohio.us

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