Information Technology Infrastructure Manager

Job Title	Information Technology Infrastructure Manager
Closing Date/Time	Continuous
Salary	$45.47 - $58.04 Hourly $3,637.60 - $4,643.20 Biweekly $7,881.47 - $10,060.27 Monthly $94,577.60 - $120,723.20 Annually
Job Type	Full Time, Exempt
Location	All courthouse locations, Salinas, Monterey and Marina, California
Department	Information Technology

Applications for the Information Technology Infrastructure Manager will be reviewed and considered on a competitive basis. The recruitment for the position will remain open until filled.

In order to be eligible for consideration, interested candidates must submit the following documents:
1. Court Application,
2. Cover Letter
3. Resume, and
4. Responses to the Supplemental Questions.
Failure to post all required documents will automatically result in being eliminated from the recruitment.

After a thorough review, those candidates who best exhibit the necessary knowledge, skills and abilities in their application materials will be invited to continue the recruitment process, which may include:
1. On-site Pre-Interview Exercise and
2. On-site Panel Interview(s).

The Superior Court of California, County of Monterey is seeking to fill the Information Technology Infrastructure Manager.

DEFINITION

Under general direction of the Chief Information Officer, the Information Technology Infrastructure provides leadership and expertise on hardware, applications, operating

systems, security, storage, networking, environmental elements, monitoring, resource management, service desk, and support functions of the infrastructure unit in the information technology division; and performs related duties as assigned.

As a working manager this position requires a high level of technical skills to be able to perform the work of those supervised when necessary combined with a high level of verbal and written communication skills, interpersonal skills and professionalism to achieve excellent teamwork and customer service.

DISTINGUISHING CHARACTERISTICS

Information Technology Infrastructure Manager is a single-position management level class reporting to the Chief Information Officer. The incumbent supervises professional and technical staff, serves as a technical resource and is responsible for the technical services and management, coordination, and planning of end user support functions and infrastructure components that support the Court's information systems.

Information Technology Infrastructure Manager is distinguished from the higher class of Chief Information Officer, which is responsible for providing strategic and management oversight of the information technology division of the Court.

Information Technology Infrastructure Manager is distinguished from the class of Information Technology Applications Manager in that the latter is responsible for the design, programming, systems development and support for Court business applications and the former is responsible to provide leadership and expertise on hardware, applications, operating systems, security, storage, networking, infrastructure environmental elements, monitoring, resource management, service desk management and reporting for all resources and elements associated with infrastructure.

Management level positions must lead members of the Court team with a focused vision, a commitment to open communication, providing and receiving constructive feedback, inspiring professional growth, and motivating through trustworthy and positive relationships to ensure a productive workplace environment.

EXAMPLES OF DUTIES

Positions in this class may perform any or all of the duties listed below. *These should be interpreted as examples of the work and are not necessarily all-inclusive.*

1. Plans, organizes, coordinates, and directs a variety of operations, security, network, systems and application deployment either hosted in the cloud or on premise, service desk, and support functions of the infrastructure unit in the information technology division; and performs related duties as assigned

2. Manages the day-to-day information technology operations; oversees IT service desk and user support, maintenance, monitoring and troubleshooting of the Court's computer systems including applications, databases, servers, storage, desktops, networks, security, audio-visual and telecommunications, and all aspects of the IT infrastructure; and servers as a technical resource.

3. Troubleshoots difficult and complex problems with applications; researches, tests and isolates problems; and designs and implements solutions in order to maintain applications that adequately automate and assist the Court.

4. Manages multiple projects; plans, staffs, prioritizes and manages all phases of implementation for assigned projects; provides technical assistance and guidance; directs the design, development and implementation of new projects; establishes budgets and timelines to implement new or enhanced equipment, systems, programs or projects; and monitors progress.

5. Manages the provision of technical support and services to Court users, justice partners and the public; determines and improves customer satisfaction levels; plans, coordinates, and advises on both external and internal consulting and support activities for users.

6. Assists the Chief Information Officer by providing system application and technical expertise to facilitate development goals, policies, standards and procedures.

7. Supervises, motivates, and evaluates IT staff; delegates work; provides technical and professional skills training; manages performance issues; makes recommendations regarding the hiring, promotion and disciplining of employees.

8. Analyzes business needs, develops and recommends plans/solutions for meeting the information systems and technical support needs of the Court.

9. Evaluates vendor proposals for purchases of technology solutions and services to assure adherence to technical specifications and business needs.

10. Provides recommendations to the annual IT division budget.

11. Assumes managerial responsibilities for the Information Technology Division in the absence of the Chief Information Officer.

12. May provide temporary administrative management of employees and/or functions in the Infrastructure unit in the absence of the Information Technology Applications Manager.

13. Other related duties, as required

QUALIFICATIONS

Any combination of education, training and/or experience which substantially demonstrates the following knowledge, skills and abilities:

Knowledge, Skills and Abilities

Thorough knowledge of:

1. Trends in enterprise infrastructure technologies, and hosting options – SaaS, IaaS and PaaS, system expansion and upgrades, operational performance and maintenance.

2. Deployment, administration, operations and maintenance of networks, voice, security, audio-visual, servers, storage and desktop technologies.

3. Current data communications techniques and technologies, such as VPN, interior and exterior routing protocols, OPT-E-Man, ASE, MPLS, Ethernet.

4. Network design and management; of special interest is Cisco router and switch configuration, and FortiNet security appliances.

5. Principles and procedures for disaster recovery

6. Storage Area Network (SAN) and fiber channel topologies.

7. Microsoft technologies: operating systems (Server and Desktop), databases (SQL), backup (Data Protection Manager, Azure Site Recovery); and reporting tools (SSRS), System Center Suite

8. Microsoft Azure Cloud Services orchestration, billing, load balancing, development, design, scalability and implementations; Hybrid and multi-cloud design principles.

9. Microsoft Office 365 services oversight, billing, Exchange Online, Skype for Business, SharePoint, workflow automation, ADFS and/or Azure Active Directory Services and SSO.

10. Project development and management principles, including techniques utilized in performing needs assessment, planning, timelines, resource allocation, logistics, and coordination.

11. Verbal and written communication skills and interpersonal skills, including principles of building teamwork and providing excellent customer service.

12. Principles and practices of personnel management and supervision.

Skill and ability to:

1. Establish and maintain effective interpersonal relationships with management and staff in support of their technology needs and with the members of the Information Technology Division.

2. Deploys infrastructure solutions to help meet Court goals, objectives and initiatives.

3. Develop new cost-effective uses for technology, improve the present standards; exercise initiative, ingenuity and sound judgment in identifying and solving difficult technical problems.

4. Develop and implement goals, objectives, policies, procedures, and work standards.

5. Plan, organize, direct and evaluate the work of others.

6. Set priorities and balance the allocation of resources to most effectively and efficiently meet a variety of user needs in a timely manner.

7. Lead by example to build teamwork and collaboration within the managed unit and with other units and divisions to share resources and optimize results.

8. Select, motivate, and evaluate staff and provide for their training and development.

9. Read and comprehend complex application systems materials or computer; hardware/software technical materials.

10. Analyze, evaluate and draw logical conclusions from complex applications or related technical data.

11. Organize and coordinate multiple projects and meet deadlines.

12. Communicate effectively and professionally both orally and in writing with all levels within the organization as well as vendors, other agencies and all others contacted during the course of the work day.

Examples of Experience and Training

The knowledge and skills listed above may be acquired through various types of education, training or experience.

EDUCATION
A Bachelor's degree in Computer Science, Management Information Science, Business Administration or a related field is highly desirable.

EXPERIENCE
At least five (5) years of progressively responsible experience in planning, deployment, administration of technology infrastructure and user support for networks, voice, security, audio-visual, servers, storage and desktop technologies. Two years in a lead or supervisory role preferred.

REQUIRED CONDITIONS OF EMPLOYMENT

As a condition of employment, the incumbent will be required to:

1. Successfully pass a background investigation;
2. Possess a valid current California class C license, (or) the employee must be able to provide suitable transportation approved by the hiring authority.
3. Applicants must have a reputation for honesty and trustworthiness. Convictions, depending upon the type, number and date, may be disqualifying.
4. Work History: False statements or omission of facts regarding background or employment history may result in disqualification or dismissal.

PHYSICAL AND SENSORY REQUIREMENTS

The physical and sensory abilities required for this classification include:

1. Sufficient eyesight to read fine print statistical reports, and standard text and data on computer terminal screens;
2. Ability to communicate and function in a typical office environment;
3. Ability to speak and hear at normal conversational levels in person and over the telephone;
4. Personal mobility to work in various office locations;
5. Ability to sit at a desk and/or computer for extended periods of time up to 6 hours a day;
6. Finger and manual dexterity to write legibly, use a keyboard and computer to input and retrieve information; and

7. Ability to stoop, reach, and bend in order to use files and records.

WORKING CONDITIONS

The work environment is generally clean inside buildings with limited exposure to dust, fumes, odors, and noise. Incumbents will be working under sometimes difficult and stressful conditions with frequent deadlines and expectation to produce high quality work under limited time constraints as well as periodic contact with angry and confrontational individuals. The ability to work independently as well as closely with others is required.

The Superior Court of California, County of Monterey offers a comprehensive benefits program including:

- **Retirement:** Public Employees' Retirement System (PERS)
- **Holidays:** 13 days per year
- **Annual Leave:** Accrues at the rate of 23 days per year. The accrual rate increases after 2, 6, 10, 15, 18, 20 and 25 years of service.
- **Professional Leave:** 10 days (80 hours) per calendar year are available, pro-rated from date of hire, non-accruable.
- **Medical, Dental & Vision Care:** Employee only and dependent coverage is available. Cash-out option is provided.
- **Long Term Disability:** Automatic enrollment and paid by the Court.
- **Life Insurance:** The Court pays the premium for a $50,000 term life insurance policy.
- **Wireless Mobile Device:** $90.00 taxable monthly stipend to off-set wireless phone costs. (Court activation required)
- **457 Deferred Compensation Plan:** A voluntary deferred compensation program is available administered by Great-West Life.

Information contained in this job flyer is not legally binding, nor does it serve as a contract. The benefits listed in the Court Personnel Policies and Practices prevail over this listing.