Position Title: Information Services Manager  
Date: 10/27/2012  
Reports to: Administrative Services Director  
County Manager  
Department: Administrative Services  
Office of the County Manager  
FLSA Status: Exempt  
Positions Supervised: Lead Network Technician, Administrator, Computer Specialist, Administrative Assistant, Web Manager, GIS Program Coordinator, GIS Program Analyst, Public Records Clerk  

**BASIC FUNCTION:** Acts as hands-on technical manager to provide operational, maintenance, supervision, and oversight for San Juan County’s information systems (data and telephone systems). Responsible for developing recommendations on information systems, installation of hardware, and standard production operations to contribute to efficient County government administration. Make technical recommendations for the development and maintenance of specific hardware and software needed for satisfactory delivery of County services. Back-fills for all Information Services positions as necessary. Provides operational oversight of the County computer network. Responsible for all aspects of server and data communications network implementation and ongoing operation. This position requires proficiency supporting multiple operating systems and back-office application products. Work is performed independently under the general direction of Director of Administrative Services. Incumbent will work closely with public officials, County employees, the general public, and State agencies to ensure the efficient operation of the system, necessary security of and protection of official documents, information and communication, and public access to data as allowed for by County, state and federal law.  

**MINIMUM QUALIFICATIONS:** Bachelor’s degree and five years experience in a computer related field with a record of increasing technical and supervisory responsibility, or an equivalent combination of education, training and experience that demonstrates the ability to perform the essential functions of the position. Requires technical knowledge of computer hardware and network systems, certification in Windows 7, telecommunications systems, website development and software applications used in an administrative government functions, which includes Geographic Information Systems (GIS) and imaging systems. Must be able to convey hardware and software operating information to users. Requires knowledge of operating system fundamentals and basic networking principles. Requires proven ability to supervise employees as well as written and verbal communications skills.

**CLASSIFICATION:** Information Services Manager  
**PAY RANGE:** S-9  
**BARGAINING UNIT:** Unrepresented – At-Will
communication skills and the ability to work well with committees, public officials, employees, and the general public. Acts as liaison between technical staff and the end users of the system.

**PRINCIPAL DUTIES:**

1. Work with administrator and other departments to assess long term needs and create and implement a rolling 6-year Information Systems Master Plan.
2. Develop and monitor the Information Technology personnel, operations and capital budget.
3. Responsible for network architecture design.
4. Configure or oversee the configuration of servers and network components, hardware and software installs;
5. Assure system integrity of systems through security provisions, repair and maintenance of servers and network equipment, data backup/restoration, disaster and business recovery planning.
6. Supervise the delivery of desktop support to the end users.
7. Establish standard specifications for the purchase of new hardware and software.
8. Recommend replacement or upgrade of network or server hardware/software as required to maintain or increase efficiency.
9. Coordinate and assist with the maintenance and repair of servers and networking equipment
10. Assists with network cabling to new sites, and moves or relocates equipment as directed
11. Back-fill for all Information Services positions as necessary and performs such other tasks as are necessary.
12. Acts within the scope of his or her responsibilities, working as a public employee and municipal officer with courtesy and professionalism, and adhering to the highest standard of ethics in accordance with RCW 42.52.

**NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:**

(A) Basic knowledge of local and wide area networks and a wide variety of personal computer software products. Understand and keep up with the most current releases of DOS, Windows, Microsoft Office. Basic PC and local wide area networks, including the setup and configuration of terminal emulation, router, bridges, and related software. Periodically accesses sensitive information required to perform job tasks, requiring the ability to maintain confidentiality.

(B) Ability to resolve common complaints and problems associated with the use of local and wide area networks, personal computers and software; knowledge of resources available to assist in solving basic local and wide area network hardware, software, and communications problems. Identify, analyze and correct hardware,
software, topology, wiring and user problems with personal computer hardware and established City standard PC software packages. Have the knowledge to proficiently use materials, tools, equipment and techniques standard to the profession for installation, problem diagnosis, maintenance and repair of personal computers and local and wide area networks.

(C) Ability to communicate effectively, both orally and in writing; in clear, concise language appropriate for the purpose and parties addressed. Use tact, discretion and courtesy to gain the cooperation of and establish and maintain effective working relationships with public officials, consultants, vendors, co-workers, other departments, and diverse members of the public. Work independently or cooperatively as a team member

PHYSICAL AND MENTAL REQUIREMENTS:
Requires frequent sitting, and minimal walking. Occasional climbing of ladders and moving through crawl spaces on hands and knees for the installation of computers. Must often carry objects with both hands and arms. Occasionally lifts more than 20 pounds. Must be able to see with acuity at 20 inches or less almost constantly, and hear to discriminate speech. The position requires the ability to regularly receive and understand written and oral communication, and give verbal and written instruction. The Information Systems Manager/Network Administrator must continuously use hands and fingers on a frequent basis.

EQUIPMENT REQUIREMENTS:

<table>
<thead>
<tr>
<th>Equipment</th>
<th># of hours</th>
<th>Frequency of use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer equipment</td>
<td>8</td>
<td>Daily Weekly Monthly</td>
</tr>
<tr>
<td>Small hand tools</td>
<td>1</td>
<td>Daily Weekly Monthly</td>
</tr>
<tr>
<td>Automobile</td>
<td>1</td>
<td>Daily Weekly Monthly</td>
</tr>
</tbody>
</table>

WORKING CONDITIONS:
Normal office environment with unexpected changes in work assignments and irregular work schedule. Travel by small boat, plane, ferry and automobile to other islands and the mainland.