

**Franklin County Board of Commissioners
Classification Specification & Job Description**

CLASSIFICATION TITLE: Network Operations Manager	CLASS NUMBER: 80004	FLSA: Exempt
AGENCY/DIVISION: Department of Job & Family Services - Northland	JOB TYPE: Full Time, Classified	PROBATION PERIOD: 180
BARGAINING UNIT: Non-Bargaining	PAY GRADE: N21	POSITION CONTROL #: 100820
POSITION LOCATION: 1721 Northland Park Ave., Columbus, OH 43229	TYPICAL WORK SCHEDULE: Monday – Friday 8:00 AM – 5:00 PM	SUPERVISOR (PCN): Deputy Director, IT (100800)
JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED: Programmer/Analyst 3 (100810) Security Administrator (100813) Network Technician (100811)		

CLASSIFICATION PURPOSE:

The primary purpose of the Network Operations Manager classification is to manage, monitor, and administer the computer and server network. Supervise the network and technical team.

JOB DUTIES:

Participate in implementation of IT solutions. Perform analysis, acquisition, installation, maintenance, and upgrade of server/computer hardware, operating systems, and software utilities. Manage the deployment, upgrades, and maintenance of, servers, hardware, software, desktop operating systems, and printers. Provide system administration of hardware, operating systems, application software, and overall solutions. Maintain server backup systems and backup strategy, monitoring of system alerts and performance tuning. Responsible for performing server maintenance outside of normal business hours and providing after hours response and support for business critical systems. Create procedures for installation, use, and solving problems for IT hardware and software. Determine root cause of issues and communicate appropriately to internal and external customers.

Develop support documentation. Develop, maintain and execute agency disaster recovery plans as well as assuring both internal and county and state requirements are met for data protection. Manage out-sourced resource utilization, including external contractors and county and state resources for project planning, troubleshooting assistance, and repairs; tracks and facilitates progress on internally managed projects and adherence to state and county IT requirements. Assist in developing and monitoring IT policies, procedures, budgets, and a three (3) year technology plan. Participate in IT projects to assess networking needs and develops implements and assures adherence to network/security policies and procedure. Estimate project costs and prepares project plans.

Act as IT liaison with state and county agencies, partners, private contractors and other IT staff to ensure effective system developments and implementation. Disseminate information and develops effective working relationships. Participate in various internal and external meeting and in regular staff meetings. Provide supervision for employees, approve timesheets, and administer performance evaluations. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of budgeting; inventory control; management; work force planning; supervision; public relations; agency policy and procedures; government structure and process; electronic data processing. Skill in word processing; equipment operation. Ability to understand somewhat abstract field of study; comprehend and record figures accurately; use proper research methods in gathering data; cooperate with coworkers on group projects; answer routine telephone inquiries from public; establish friendly atmosphere as supervisor of work unit, handle sensitive inquiries from and contacts with officials and general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Bachelor’s degree in computer science, business, or related field with six (6) years server administration experience; or any equivalent combination of training and experience.

Additional Requirements

Must meet background check requirements.

Supervisory Responsibilities

Ability to assign, review, plan, and coordinate the work of other employee, to provide instruction to other employees, to maintain department standards, to recommend the discipline or discharge of other employees, to act on employee problems, to recommend and approve the transfer, promotion, or salary increase of other employees.

UNUSUAL WORKING CONDITIONS:

N/A

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

Employee Name

Employee Signature

Date