

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:

TECHNICAL SUPPORT MANAGER

PURPOSE OF CLASSIFICATION

The purpose of this classification is to administer, coordinate, and supervise technical operations relative to the effective operation and use of county computer equipment. Duties and responsibilities include supervising staff, assigning work, providing general on-site technical assistance, performing component level computer repair and installation, developing/implementing special technology projects, and performing other duties as assigned. Reports to Chief Information Officer.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, and disciplining; oversees assignment of projects, scheduling installation of new computer equipment, and prioritization of project.

Monitors staff work hours and maintains technical support coverage of County departments, while limiting the amount of compensatory time used.

Designs, installs, administers, and repairs local area networks, metropolitan area networks, WANS, and related equipment.

Installs and maintains wide area networks including configuration and implementation of Cisco routers, switches, wireless bridges, and other related communication equipment; coordinates with lease line providers for prompt resolution of communication outages.

Researches, evaluates, designs, and engineers network installations to meet needs of the County, including basic project management; assists in the planning and design of network architecture; develops hardware, software, and integrations requirements and configuration; recommends and develops standards; installs, maintains, and supports network equipment and operating systems.

Manages Internet protocol addressing scheme in accordance with accepted Internet practices.

Performs component level computer repair and installation of computers and related peripherals.

Oversees the design, implementation, support and maintenance of the County's data networks (WAN, LAN, VPV), telecommunications systems and all wireless communication devices; reviews/audits existing network infrastructure and develops a phased approach to achieve necessary improvements; evaluates requirements for new locations, develops specifications and oversees implementation.

Acquires computer equipment for project installations in County departments; handles returns and repair of warranty items with vendors.

Assists in system administration of county UNIX mainframe, including network management, assisting users with software application failures, and other related functions; performs various administrative functions, including assigning user rights, setting up printers, implementing backups, data recovery, and security monitoring procedures.

Rutherford County, Tennessee • Technical Support Manager

Serves as system administrator of county servers; integrates servers and workstations into County networks and Microsoft Exchange GroupWare administration.

Manages telecom functions as well as voice and data communications for the county; purchases telephone hardware; provides recommendations on telecom hardware; ensures hardware is consistent with the technical direction the County plans to take.

Compiles and assists with assigned technical bid specifications internally and for other departments; leads in writing technical specifications for and participates in procuring network related hardware, components, communication lines and diagnostic equipment; analyzes specifications prepared by subordinate staff to ensure compatibility and conformance with existing network design; leads in analyzing the capabilities of various hardware and component features and identifies practical applications to the State service.

Tests, evaluates, and recommends software and hardware for purchase by the department and other departments; obtains competitive pricing, evaluates vendor proposals, and coordinates purchasing and installation.

Manages computer, telephone, and security issues for new County buildings; coordinates with vendors to order and install new equipment; coordinates with public building authority, architects, construction superintendents, subcontractors, and others to conduct new building activities.

Develops and implements special technology projects.

Provides general on-site technical assistance.

Maintains inventory of supplies related to computer components; initiates orders for new or replacement materials.

Maintains and monitors compliance of licensing information for county software.

Maintains a comprehensive, current knowledge and awareness of technology and technical support; reads professional literature; maintains professional affiliations; attends classes, workshops, and training sessions as appropriate.

ADDITIONAL JOB FUNCTIONS

Provides technical support and maintenance for the County election network and the Sheriff Department's NetWare Network.

Provides assistance to departments throughout the County in special computer related projects.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's Degree in Information Systems, Data Processing, or Computer Operations required (or equivalent), A+ Hardware Certification, Microsoft Certified System Engineer, Cisco Certified Network Professional *or* Cisco Certified Network Designer; supplemented by three (3) to five (5) years of experience involving information systems operations/maintenance and personnel management; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this position. Must possess and maintain a valid Tennessee driver's license. Special clearance needed for certain assignments which requires a background check and fingerprinting.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations. Must be able to communicate effectively and efficiently in a variety of technical or professional languages, including terminology related to computer operations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE / PHYSICAL DEMANDS ANALYSIS

Physical Ability: Tasks require the regular and sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and that generally involves lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dust, machinery, bright/dim light, or electric currents.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Tasks: Walking from one area to another, standing in wiring closets

Surface: Concrete, tile and carpet

Estimated Total Hours: 2 **Maximum Continuous Time:** 15 minutes

2. SITTING

Tasks: Desk work

Estimated Total Hours: 3 **Maximum Continuous Time:** 3

3. LIFTING/CARRYING

Objects: computers, monitors, servers, switches, UPS

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs	X				
11-25 lbs		X			
26-50 lbs		X			
51-75 lbs			X		
76-100 lbs				X	
>100 lbs					X

4. PUSHING/PULLING

Objects: Monitors, computers, servers, switches

Height of hands above floor during push: 6-8 feet

5. CLIMBING

Tasks: Running wire

Device: Ladder

Height: 6-8 feet

Frequency: Twice weekly, approximately

6. BENDING/SQUATTING/KNEELING

Tasks: Setting up computers, troubleshooting same

Frequency: Daily

7. REACHING

Tasks: Pulling wire, moving equipment

Hands Used: RIGHT LEFT BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Push and Pull	Daily	A few minutes	30 lbs
21-36"	Push and Pull	Daily	A few minutes	30 lbs

8. WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures	X	
Cold Temperatures	X	
Sudden Changes in Temperature	X	
Noise	X	
Fumes		X
Cramped Quarters	X	
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges	X	
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	<u>90</u> % of time
Outside	<u>10</u> % of time

9. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling	X	
Jumping		X
Lying on Back	X	
Lying on Stomach	X	
Twisting	X	
Sweeping/Mopping		X
General Cleaning	X	
Handling Trash	X	

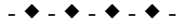
10. LIST TOOLS, EQUIPMENT AND MATERIALS USED:

Screwdrivers, clamps, pliers, drills, hammers, crimping tools, network test equipment, pouch tools

11. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		
Grasp	X		
Fine Motor i.e: writing, twisting hands or wrist, etc	X		

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Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee's Signature

Date

Supervisor's Signature

Date