



Position Description

Kenai Peninsula Borough

IT Systems Manager

Service Type: Administrative, Level 6

Definition: Definition: Under the general direction of the Director of Information Technology, the **IT Systems Manager** coordinates, plans and manages the IT systems-related activities of the Network/IT Administrator and Helpdesk Supervisor. The primary function of this role is to ensure that all IT systems are maintained in accordance with applicable industry standards, security best practices, and operational functionality. In addition, this role is responsible for multi-departmental coordination and project management as it relates to IT Infrastructure projects. It also acts as an Assistant Director as it relates to purchasing and budgetary concerns in conjunction with the IT Director.

Minimum Qualifications: Bachelor of Science degree in computer science, administration, or related field; management experience may substitute for a degree on a year-for-year basis. 5 years' experience in a multi-user computing environment, at least three of which involved administering a computer network; a Cisco Certified Network Associate and Microsoft Certified System Administrator certification or the equivalent knowledge and competency; experience with the configuration and deployment of current versions of Microsoft Exchange, VMWare vSphere, Cisco IOS, Cisco Unified Communications Manager, Unity Messaging, Microsoft SQL, Windows Server, Active Directory, Dell SAN architecture and CrowdStrike platform desirable; and have a valid Alaska driver's license to perform all job functions.

Essential Functions:

1. Project management

- Project manage or coordinate in-house and contracted technology infrastructure projects for all KPB departments and service areas, and for borough-wide infrastructure projects.
- Coordinate with KPB departments to ensure the success of multi-departmental projects.
- In concert with the Business Solutions Development Manager, ensures that KPB IT's technology directives are being observed and effectively

implemented both within the IT Department and throughout KPB.

2. Department administration

- Manages IT Helpdesk Supervisor and Network/IT Administrator staff including scheduling, performance evaluations, setting priorities and providing guidance and mentorship.
- Sets departmental goals related to computer and network system management and ensures goals are met.
- Works with Lead Supply Specialist to manage technology infrastructure related service contracts.
- Maintains safe and healthy working environment, ensuring that IT staff complies with organizational policies.
- Acts as IT Director during any IT Director absence, including all department administration duties, purchase approval, and budget management.

3. Systems and Network management

- Acts as lead System Administrator for all systems, providing direct technology support as well as mentoring and training for Network/IT Administrators.
- Designs, plans, and implements network and infrastructure architectural changes, considering the operational needs of all departments alongside the IT Departments' infrastructure management objectives.
- Responsible for configuration, deployment and documentation of all technology systems in use within the Kenai Peninsula Borough.
- Must be capable of troubleshooting complex technology platforms in a fast-changing environment, balancing day to day operational needs with long term stability of KPB's technology platforms.
- Safeguards KPB technology platforms through maintenance and improvement of disaster recovery and back-up procedures, and information security and control structures.

4. Planning, design, process management

- Evaluates computing and networking industry trends and effectively factors emerging technologies into KPB's long-term technology planning.
- Manages and maintains the processes associated with technology infrastructure management, implementing changes to improve efficiency and accuracy of System Administration and Helpdesk staff.
- Works with the Business Solutions Development Manager and KPB leadership to ensure that technology related processes will meet the needs of systems and business operations.

5. Security

- Harden security of all KPB hosted systems, and consult with departments regarding security of contractor hosted systems.
- Work with contracted SOC (Security Operations Center) to implement cyber security recommendations, mitigate risks and improve KPB's cyber security posture.
- Follow industry standards to identify an effective balance of security and operational efficiency.
- In concert with IT Director, ensure security and compliance resources are integrated as a foundation of KPB systems management.
- Oversee infrastructure lifecycle management to ensure the timely replacement of technology, avoiding unnecessary risk related to legacy technologies.

Other Functions:

1. Other related duties as assigned.

Physical Demands: While performing the duties of this job, the employee is frequently required to use hands and fingers dexterously to operate office equipment, and to communicate orally; regularly required to sit and occasionally required to stand, walk, stoop, kneel, or crouch, and reach with hands and arms. The employee must occasionally transport up to 50 pounds. Specific vision abilities required include close vision and the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position Description Record:

Reason for Update: New - Addendum to "Manager" Job Description

Date Updated: 10.2023
