

Under the direction of assigned supervisor, plans, organizes, and directs the activities and operations



- +prepares and/or assists with the development of strategic plans related to area of responsibility; prepares requests for proposals for services and equipment and assists in developing selection criteria!
- Collaborates on complex projects with a large team; prioritizes requirements, tracks progress, and provides status updates!
- +prepares and maintains a variety of reports, records and files related to assigned personnel and activities; creates and maintains helpdesk and workstation support documentation including diagrams, spreadsheets and related documentation; manages maintenance agreements, supports contracts and software licensing!
- /evaluates proposed technology purchases; identifies, evaluates and procures new hardware and software products; identifies necessary components and prepares related purchasing documents!
- +provides technical information and assistance regarding assigned functions; assists in the formulation and development of policies, procedures and programs; participates in long term planning processes for County office workstation and support services!
- Communicates with administrators, other County office personnel and outside organizations to coordinate activities, resolve issues and conflicts, and exchange information; communicates and meets with vendors to evaluate potential acquisitions, identify technology solutions, troubleshoot problems with existing installations, and negotiate contracts and purchases!
- Operates a computer and assigned software programs; operates other office equipment as assigned!
- Attends a variety of meetings as assigned; participates on assigned teams and committees; conducts user group and other meetings!

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- +performs duties as assigned!

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- &et"orking concepts and technologies including TC+1#, #+v5, #+v6,) &S, 7irtual +rivate &et"orks 87+&9 and others!
- &et"ork security systems and technologies including firewalls, content filtering, encryption, certificate management, and others!
- Current broadband data communications technologies!
- , essageing and email archiving systems!
- Computer operating systems technologies including . indo" s and mac S systems, and directory services including , icrosoft ' ctive)irectory, ' zure ' ctive)irectory, and 3roup +olicity!
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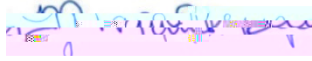
- Storage and backup concepts and technologies!
- Virtualization concepts and technologies!
- Desktop management and deployment including imaging procedures and inventory systems!
- Organization and direction of operations and activities related to the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, and peripherals!
- Framework and best practices!
- Cybersecurity framework!
- Budget preparation and control!
- Principles, methods and procedures of operating computers, networks and peripheral equipment!
- Materials, methods and tools used in the operation and repair of computer systems!
- Advanced knowledge of software programs!
- Computer hardware systems and software applications utilized!
- Principles and practices of administration, supervision and training!
- Recordkeeping and report preparation techniques!
- Interpersonal skills using tact, patience and courtesy!
- Oral and written communication skills!
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