Information Systems

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May 25, 2022

Davis County Budget Committee:
Career Ladder change request for Information Systems

Since late last year, I have been working with HR to reorganize and better define our Network Services positions. We currently have 4 employees with specific assignments to maintain our network and keep it running smoothly.

Our network is becoming complex enough and with the outside threats that continue to probe our network, it is extremely important that we retain our Network Services staff and provide a way and incentive for them to enhance their skills and dedication to the County.

I am requesting the approval of a career ladder for the position of Network Manager to Network Services Manager I, II, III, and IV. Each of these positions requires a basic understanding of networking principles, then as they become proficient in the 4 major areas, they would have opportunities to move up according to their skill level. The 4 major areas are Telecommunications, Server Operations, Network Configuration, and Network Security.

The immediate budget impact would be:
-Two positions would stay at the same grade with a title change to Network Services Manager II.
-Two positions would require a 5% increase and be moved to the appropriate levels of I, III.

Increase Payroll: $5,465
Increase Benefits: $1,580
***Total Budget Impact for 2022: $7,045**

**The current IS budget is sufficient to cover the increases for the remainder of 2022.*

I've attached the revised job description which has been reviewed and approved by HR.

Thank you for taking the time to consider this request.

Mark Langston

Connects.You.

Information Systems

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Director, Information Services

Davis COUNTY

CLASS SPECIFICATION

Class Title:	Network Services Manager I/II/III/IV	**Class Code:**	3396/XXXX/XXXX/XXXX
Department:	Information Systems	**Grade:**	I-23/II-25/III-27/IV-29
FLSA:	Exempt	**Eff. Date:**	01/01/2000
		Revised:	05/10/2022

GENERAL PURPOSE

Under general guidance and direction from the Director of Information Systems, performs complex technical duties in developing and analyzing strategies and direction for servers, storage, data networking, telecommunications and security.

EXAMPLE OF DUTIES

Interviews applicants and makes hiring recommendations; assigns tasks to team leaders; provides training to technicians and team leaders on new technologies.

Develops strategies for county-wide network security standards, network infrastructure design and planning, server and storage standards, capacity planning strategies and growth estimates.

Monitors network, security, storage, telecommunications and server resources; assesses the impact of new technologies and trends on back-end and departmental strategies; makes recommendations for responsible systems integration, migration and evolution.

Identifies equipment needs and assists in analyzing cost justification decisions, cost recovery analysis and rate structures.

Communicates and coordinates plans and strategies to include use and sharing of technical resources; provides technical assistance to County departments in meeting their computing, networking, and data storage requirements; explains services available from the Information System department; assists in implementing a unified solution.

Assists the Director in developing, implementing, and monitoring department budget, policies and procedures; assists in setting priorities; researches and analyzes issues that impact programs and makes recommendations to resolve problems or to increase efficiency and effectiveness of services; researches and tests new technologies and makes recommendations for implementation and integration.

Performs related duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

Career ladder level I: graduation from an accredited college or university with a Bachelor's Degree in computer science or a closely related field, plus six (6) years of directly related computer experience including one (1) year of network infrastructure experience. An equivalent combination of related education and experience substituting one for the other on a year-for-year basis may be considered.

Preference for one or more of the following:

- Managing network security functions.
- Managing telecommunication functions.
- Help desk services.
- Windows server management in a medium or large network environment.
- Team leadership experience or project management.

Career ladder level II: graduation from an accredited college or university with a Bachelor's Degree in computer science or a closely related field, plus six (6) years of directly related computer experience, at least one (1) year of which must be directly related to *managing* network infrastructure and proficiency in *one (1)* of the following functions: network security, network telecommunications, or Windows server management in a medium or large network environment. An equivalent combination of related education and experience substituting one for the other on a year-for-year basis may be considered.

Career ladder level III: graduation from an accredited college or university with a Bachelor's Degree in computer science or a closely related field, plus six (6) years of directly related computer experience, at least one (1) year of which must be directly related to managing network infrastructure and proficiency in at least *two (2)* of the following functions: network security, network telecommunications, or Windows server management in a medium or large network environment. An equivalent combination of related education and experience substituting one for the other on a year-for-year basis may be considered.

Career ladder level IV: graduation from an accredited college or university with a Bachelor's Degree in computer science or a closely related field, plus six (6) years of directly related experience. An equivalent combination of related education and experience substituting one for the other on a year-for-year basis may be considered.
Overall Infrastructure *Expert.* Responsible for making Infrastructure decisions as to the security, segmentation, network, and server utilization. Can be responsible for the performance of Telecommunications Infrastructure and configuration of new solutions. Experience in network troubleshooting, (packet loss, collisions, viruses, ransomware, etc.).

2. Special Requirements:

Must pass a criminal history background investigation.

Must possess a valid driver license; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).

Employees driving a personal vehicle while on county business must maintain the minimum vehicle liability insurance as specified in the Utah Code.

3. Necessary Knowledge, Skills and Abilities:

Knowledge of: analog and digital communications systems including voice, data and video; Windows server OS configuration and management; installation and support of native and third party server based software; Windows servers in a virtual environment utilizing a storage area network; planning methodologies and analysis techniques for developing information systems long-range strategic objectives, short-range tactical plans, and formulating customer

requirements; project management tools, processes, procedures, and practices; technology trends; capital budgeting and operating budgeting methods for local government; development and implementation of policies and procedures related to daily operations and county-wide IT strategies; local government organization and functions; modern management principles and practices.

Skill in using a computer keyboard.

This position may require the driving of a motor vehicle; skill in operating a motor vehicle in a safe manner; ability to insure motor vehicle is operating in a safe manner; knowledge of Utah motor vehicle rules and regulations.

Ability to: formulate long-range IT plans and objectives; coordinate with County departments to assess requirements and solve problems; supervise, assign, and evaluate the work of others; coordinate multiple tasks efficiently; maintain records and reports; work with minimal supervision; establish and maintain effective working relationships with supervisors, other employees and departments, other agencies, and the general public; communicate effectively (orally and in writing); follow written and oral instructions.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. ***All requirements are subject to possible modifications to reasonably accommodate individuals with disabilities.***