

# AUGLAIZE COUNTY

An Equal Opportunity Employer

## POSITION DESCRIPTION

Cover Page 1 of 2

<b>Agency:</b>	Board of Commissioners	<b>Employee Name:</b>	
<b>Class Title:</b>	Data Systems Manager	<b>Position Title:</b>	Computer Operations Mgr.
<b>Class Number:</b>	64131BC	<b>Position Number:</b>	01:700000.0
<b>Dept./Div.:</b>	Information Technology	<b>Civil Service Status:</b>	Unclassified
<b>Unit:</b>	N/A	<b>Employment Status:</b>	Full-time
<b>Reports To:</b>	Board of Commissioners	<b>FLSA Status:</b>	Exempt
<b>EEO Status:</b>	(03) Technicians	<b>DOT/O* Net Code:</b>	15-1142.00
		<b>Normal Work Hours:</b>	Weekdays 8 a.m. – 4:30 p.m.

### GENERAL DESCRIPTION:

Under administrative direction, ultimately responsible for the overall management of the county's entire information technology department, all technology systems, and technology components including support for the 300+ user local area network (LAN), as well as entire Cisco VOIP phone system, audio and video systems, video surveillance systems, and alarm systems; supervises department personnel; responsible for security of technology systems and data and information contained on the technology systems.

### QUALIFICATIONS: An example of acceptable qualifications:

Associate's degree in computer science, management information systems, or other related discipline, plus one (1) year network administration experience, or equivalent.

### LICENSURE OR CERTIFICATION REQUIREMENTS:

Must possess a valid Ohio driver's license and maintain insurability under the county's vehicle insurance policy.

### EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive.

Personal computers, printers, copy machine, fax machine, calculator/adding machine, telephone, USB flash/hard drives, network servers (e.g., Windows Server, etc.), network switches, routers and firewalls, scanners, tablets, cell phones, security cameras, surveillance systems, phone systems, tools, rolling cart, other standard business office equipment, and computer and network hardware.

### INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee works with and around electrical cables, outlets, and other electrical devices; must lift and move servers, personal computers, printers, and other hardware; ascends and/or descends ladders, stairs, or scaffolds; is exposed to possible injury as a result of electrical shock; carries a cell phone 24/7; is exposed to possible injury as a result of falling from high places.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered medium work.

Developed by:

Date Adopted:

Clemans, Nelson & Associates, Inc.

Date Revised:

Dublin, OH 43017

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This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed both the Cover Page(s) and the Inside Page(s) of my position description, and that I understand the contents of the position description.

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(Approval of Appointing Authority)

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(Date)

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(Employee Signature)

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(Date)

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<b>Unit:</b>	N/A		

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### JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES in order of importance

#### ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

- 50% (1) Plans, coordinates, administers, directs, oversees, supervises, and bears ultimate responsibility for all activities, functions, policies, and operations of the Auglaize County Information Technology Department and the county's information system; determines, develops, establishes, enforces, and communicates department policies; works closely with county board of commissioners to determine and set end user policies thoroughly explaining end user rights and effects on data security; plans all information systems projects throughout the county at all county facilities and locations ensuring projects progress in a timely manner (e.g., determines which vendors to work with; determines and establishes project timeframes and deadlines; determines and establishes scope of project; works with and communicates with all parties involved in project to meet project goals; etc.); conducts research to identify and plan for new software applications to be utilized by the county; makes recommendations about appropriate computer training for the county and its employees; conducts research to identify and plan for new hardware or equipment upgrades and/or new products that would enhance the county's operational efficiency and effectiveness; obtains quotes from vendors and contractors to provide to board of county commissioners and assists the commissioners and the elected offices of the county to develop technology budget projections; adheres to budget constraints; determines need for new department staff members and informs county commissioners of need; interviews applicants for vacant positions and makes recommendations to board of county commissioners for the hiring of new department staff members; reviews position descriptions and job assignments with department staff; supervises information technology personnel assigned to department (e.g., plans, schedules, assigns, and reviews work of employees; instructs employees; receives employee complaints and responds within authority; administers disciplinary action as a means of corrective measure to employees as necessary referring suspension, reduction, and termination level offenses to board of county commissioners; allocates personnel and enforces compliance with policies and procedures in order to effectively and efficiently accomplish information technology goals and objectives; etc.); carries cell phone 24/7 and uses cell phone to respond to technology-related issues affecting county operations while out of the office.
- 25% (2) Monitors the entire county information system, audio and video systems, video surveillance systems, alarms systems, and individual components of these systems utilizing protection software, daily backups, and other tools to ensure efficient function and security of all county technology systems (e.g., hardware, software, etc.) and data and information stored on the county information

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<b>Unit:</b>	N/A		

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system at all county facilities; analyzes county technology systems and individual components (e.g., hardware (e.g., PCs, tablets, network switches, routers, etc.); software (e.g., Windows Server, Microsoft Office, Windows Desktop OS, Microsoft Windows Server, Active Directory, DNS, DHCP, Microsoft Exchange, Microsoft SQL Server, Cisco IOS, Red Hat Linux, Oracle, antivirus, Symantec Backup Exec, and DSI Security, etc.); etc.) to identify performance and maintenance issues; troubleshoots county technology systems and system components to promptly address operational problems to support the system and local and remote users; maintains network, hardware, audio, video, alarm, and software components to prevent operational issues and ensure optimal performance; installs hardware and software as determined by needs of updating and maintaining the various county technology systems; contacts outside assistance as determined by scope of project or problem; repairs county technology systems and systems components seeking outside assistance as needed; assists end users with setup and operation of county-owned or leased technology; drives motor vehicle to gain access to various worksites throughout county to perform duties.

- 20% (3) Documents county technology system and component related problems and resolution thereof; completes registrations, rebates, warranties, and other related paperwork or online form for technology products purchased for use in the county; enters into service agreements after establishing and reviewing terms and conditions with the vendor or contractor to protect county funds and interests; reviews and renews or extends warranties as circumstances warrant; maintains records of documentation, registrations, warranties, etc. for future use and reference; reviews and monitors software license agreements to ensure county adheres to all terms and conditions.
- (4) Maintains required licensures and certifications.
- (5) Demonstrates regular, predictable, and punctual attendance.
- (6) Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.
- (7) Attends professional education and training sessions, seminars, and workshops as directed.

### OTHER DUTIES AND RESPONSIBILITIES:

- 5% Performs other duties as required.

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<b>Unit:</b>	N/A		

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### MINIMUM ACCEPTABLE CHARACTERISTICS: (\* indicates developed after employment)

**Knowledge of:** supervisory principles and practices; computer science; computer programming; systems analysis; data processing techniques and procedures; data security; county software (e.g., Microsoft Office, Windows Desktop OS, Microsoft Windows Server, Active Directory, DNS, DHCP, Microsoft Exchange, Microsoft SQL Server, Cisco IOS, Red Hat Linux, Oracle, antivirus, Symantec Backup Exec, and DSI Security, etc.); Layer 3 switched network; government structure and process\*; department goals and objectives\*; department policies and procedures\*; telecommunications equipment installation, maintenance, and repair; computer and computer network installation, maintenance, and repair; Cisco phone system; public relations; office practices and procedures; network management; project management.

**Skill in:** organization; data entry; computer operation; use of modern office equipment; computer mechanics; troubleshooting, use, and operation of computers, printers, network, hardware, software, etc. (e.g., Windows Server, Microsoft Office, Windows Desktop OS, Microsoft Windows Server, Active Directory, DNS, DHCP, Microsoft Exchange, Microsoft SQL Server, Cisco IOS, Red Hat Linux, Oracle, antivirus, Symantec Backup Exec, and DSI Security, etc.); motor vehicle operation.

**Ability to:** interpret extensive variety of technical material in books, journals, and manuals; deal with variety of variables within somewhat unfamiliar context; define problems, collect data, establish facts, and draw valid conclusions; deal with nonverbal symbols in formulas, equations, or graphs; determine material and equipment needs; prepare accurate documentation; use proper research methods to gather data; communicate effectively; train or instruct others; understand technical manuals and/or verbal instructions; understand a variety of written and/or verbal communications; develop and maintain effective working relationships; resolve complaints; lift up to 50 pounds; operate computer equipment; apply concepts of algebra and/or geometry; maintain records according to established procedures; safeguard information of a sensitive or confidential nature.

### POSITION NUMBERS AND CLASS TITLES OF POSITIONS DIRECTLY SUPERVISED:

Assistant computer operations manager (01:700001.0); data systems administrator (01:700101.0).

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