



EXTERNAL JOB POSTING #18-001

APPROVED BY: Cari Turner, Human Resources Administrator
DATE: January 2, 2018 through January 31, 2018
BUREAU: Administration
DIVISION: Technical Support
POSITION: Technical Services Supervisor-Infrastructure Supervisor
DAYS/HOURS: Monday-Friday (9am-5pm) 24/7, 365 Operation
PAY GRADE: C16 \$55,000 - \$88,400

JOB DESCRIPTION:

The Tech Services Supervisor – Infrastructure Supervisor will be responsible for: (essential and other important duties and responsibilities may include, but are not limited to the following):

- **Supervisor Duties**
 - Supervise the Infrastructure Team and act as a backup to other Supervisors in the IT Department.
 - Supervise and set priorities for the network infrastructure team responsible for network, security, backup, and all server systems.
 - Work with the IT Administrator to develop business case justifications and cost/benefit analysis for IT spending and IT initiatives negotiate contracts and scopes of work, and other documentation for infrastructure projects.
 - Work with Field Tech/Helpdesk Supervisor and Programming supervisor to ensure business continuity.
 - Develop, implement and maintain policies, procedures, and associated training plans for infrastructure staff, usage, and disaster recovery.



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- **Operational Duties**

- Configuration and daily operations of the local and wide area networks, server infrastructure, storage, backup and voice systems.
- Configure, manage and set priorities for the design, maintenance, development, and evaluation of infrastructure systems, including LANs, WANs, Internet, SANs, security, wireless, VMWare server virtualization systems.
- Ensure that all systems are meeting security and operational requirements.
- Administer all server systems, including Windows, Linux, SQL, and GIS servers, including coordination of patches, security policies, and OS upgrades.
- Assist staff members in evaluating, installing, configuring and deploying new infrastructure.
- Troubleshoot, repair, install and upgrade desktop/laptop computer systems within the agency's LAN/WAN environment for local and remote offices.
- Provide 24x7 on-call support to other IT staff members.

SPECIAL REQUIREMENTS:

The ideal candidate will have the following preferred qualifications:

- Graduation from an accredited four-year college or university with a major in computer science, management information systems or a related field; and five years of progressively responsible professional information systems experience in a multi-user, multi-site environment, at least three years of which involved project management or supervisory experience.
- Experience managing a team of 10 or more people.
- IT Industry certifications.
- Strong Project Management and Leadership skills
- Ability to manage discipline and deal with conflict
- General IT knowledge in the following areas: Software Development, Helpdesk Operations and Support Services.
- Five (5) years of increasing responsibility in:
 - TCP/IP networking, including routing, switching and VLANs
 - LAN/WAN/WLAN configuration and administration
 - Microsoft Server technologies, including Active Directory and Group Policy

- Linux OS
- Enterprise storage systems, including SAN technologies
- Virtual infrastructures and virtualization techniques
- Firewall and intrusion detection/prevention systems
- Experience with the FBI CJIS Policy.
- Ability to think outside of the box, be a forward thinker and create visions to improve IT operations.
- Possess the ability to build a presentation and deliver it.
- Excellent customer service skills. Ability to clearly articulate technical issues and solutions to non-technical users and to follow-through on completing tasks in a timely manner.

APPLICATION PROCESS:

Submit a prescreen application **along with resume** to Human Resources, no later than **4pm, January 31, 2018.**

**NOTICE: All conditions of this job posting are subject to the Sheriff's Discretion.
The Sheriff's Office is an equal opportunity employer.**