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Department:	Western VA Regional Jail	Pay Grade:	29
Reports To:	Deputy Superintendent	FLSA Status:	Exempt
Last Revised:	07/28/2010	Last Reviewed:	07/29/2010

### GENERAL STATEMENT OF DUTIES

The I. T. Manager performs complex professional and administrative work in overseeing all activities involving the Jail's information systems, electronic operations, and communication systems. An employee in this class is responsible for planning, coordinating, and directing all information and communication system activities for the Western Virginia Regional Jail. Work is performed under the general supervision of the Deputy Superintendent. The Manager of Information Technology must be thoroughly familiar with methods and procedures used in developing, implementing, and maintaining information systems, communication systems, and other related operations.

An employee in this class designs, implements and supports local-area networks including project management, installation and support of networking infrastructures, server hardware and software configuration, deployment and support of individual workstations, network monitoring and integration of LAN-based technologies within the Information Technology environment.

An employee in this class is responsible for planning, scheduling, supervising and performing the design, installation, operation, maintenance and repair of all radio communications and other electronic equipment used by the Western Virginia Regional Jail. This individual develops and administers plans to ensure the availability of effective radio communications services for the Western Virginia Regional Jail and its partner jurisdictions, does related work as required.

### ESSENTIAL JOB FUNCTIONS

Requires the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data , determining the accuracy and thoroughness of work, and observing general surroundings and activities;

- Plans, coordinates, and directs all information and communication systems activities, for the Western Virginia Regional Jail.
- Analyzes resource utilization and identifies potential areas of improvement by installing new and improved information systems.
- Conducts cost/benefit analysis of current and proposed information systems.
- Evaluates proposed information systems and develops appropriate recommendations.

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- Works closely with vendors, users, governmental officials, and other representatives involved in information systems activities. Acts as a liaison with vendors to ensure contract compliance and to maintain an open line of communication to ensure required parts and equipment are available when needed.
  - Participates in procurement activities for acquisition of network hardware/software and prepares specifications for purchases and bids for communications equipment.
  - Monitors contracts for the maintenance of communications subsystems and other equipment.
  - Prepares a variety of technical reports and makes public presentations.
  - Evaluates new hardware, software, database, and communications technology to determine applicability.
  - Develops, plans, prepares and administers budgets.
  - Directs and supervises personnel involved in information systems and related activities.
  - Develops policies to ensure the security of user information.
  - Keeps informed of new developments in the information systems field.
  - Assists with installing network operating systems, such as Novell Netware, Unix/Linux, Microsoft Windows operating systems, and upgrades as well as other network software/upgrades.
  - Monitors the network operating environments.
  - Assists with management of day-to-day operations of network hardware and software.
  - Monitors and troubleshoots network backup and virus protection strategies.
  - Assists in implementing and troubleshooting application server software.
  - Manages file/user access.
  - Assists in troubleshooting and resolving problems encountered with network hardware or software.
  - Provides training to operations staff.
  - Maintains documentation on network hardware, software, installation settings and various other network and communication specifications as assigned.
  - Supervises and performs the design, installation, maintenance and repair of communications equipment such as, an 800MHz Trunked Simulcast Radio System, two way fixed, mobile and portable radios.
  - Supervises the maintenance and repair of a Digital Microwave network used for the 800 MHz radio system and computer network. Directs the development and maintenance of computer software code for Programmed Logic Controllers used in the Trunked Radio System.
  - Installs local area network fiber connections and copper wiring to category 5 specifications and establishes and maintains a Local-Area Network for personal computers. Installs and programs hubs, routers and switches and maintains such equipment.
  - Programs, troubleshoots, and repairs VOIP phone systems as needed.
  - Troubleshoots and repairs microcomputers and peripherals, printers, etc.
  - Performs other work as directed by the Superintendent.

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**POSITION REQUIREMENTS/PREFERENCES**

Education	<p><u>Required:</u> Bachelors) degree from an accredited college or university with major course work in computer science or in a related field, and/or extensive professional experience in information systems including supervisory experience.</p>
Experience	<p><u>Required:</u> Experience must be in multi-computer/LAN systems including software and hardware application and configuration and must possess experience in administering Microsoft SQL Server databases or a related area.</p> <p><u>Preferred:</u> Progressively responsible experience in supervisory positions, experience in a correctional setting and experience working in a team environment preferred</p>
Certifications/ Licenses	<p><u>Required:</u> Valid Virginia driver's license with good driving record. Must be able to respond to the jail within one hour from place of primary residence.</p>
Knowledge, Skills and Abilities	<p>Comprehensive knowledge of information and communication systems design and installation; thorough knowledge of all phases involving programming and computer operations; thorough knowledge of methods and techniques involved in planning for major projects; general knowledge of managerial principles; ability to analyze, evaluate, and make recommendations as to Western Virginia Regional Jail's needs for information and communication systems; ability to develop and implement programs to meet the Western Virginia Regional Jail's needs; ability to prepare and to present complex and technical reports; ability to work well with vendors, users, governmental officials and other representatives. Ability to effectively direct the activities of information systems personnel. Background in relational data base management systems (sybase preferred), client server environment and client server software solutions and experience in migrating from centralized to client server systems. Strong resource management skills and contract negotiations skills. Familiarity with Local Area Networks and Wide Area Networks. Must possess some working knowledge of Novell Netware, Unix/Linux, Microsoft Windows Operating systems and MS Office products, LAN/WAN architecture and communications protocols (especially TCP/IP) and network infrastructure technologies such as Layer 1 and Layer 2 devices. Must possess some working knowledge of the</p>

principles, practices and methods related to database management systems and administration.

Knowledge pertaining to radio communications equipment is preferred, to include the ability to read and understand plans, blueprints and schematic diagrams involving all phases of a modern communications system.

Must possess the ability to install, maintain, and troubleshoot microcomputers and associated peripherals.

Must possess the ability to work well with other employees, governmental officials and the public. Must possess excellent communication skills, be able to clearly explain technical concepts to others and have good technical writing skills. Must possess the ability to handle multiple tasks.

**Additional Requirements**

Must be a citizen of the United States and be twenty-one (21) years of age. Subject to a complete criminal history background search with acceptable results. Must also be able to perform the job as described in the Physical and Environmental Demands section of this job description.

**Supervisory Responsibilities**

This position supervises support staff assigned.

**OVERALL PHYSICAL STRENGTH DEMAND**

**LIGHT** Lift and/or exert force up to 20 lbs. occasionally, 10 lbs frequently, or insignificant amounts constantly OR requires walking or standing to a significant degree.

**PHYSICAL DEMANDS**

C = Continuously 5.5 to 8+ hours daily      F = Frequently 2.5 to 5.5 hours daily      O = Occasionally Up to 2.5 hours daily      R = Rarely Less than 1 hour per week      N = Never Never occurs

Code	Physical Demand	Code	Physical Demand
F	Standing	F	Sitting
F	Walking	R	Lifting
R	Carrying	R	Pushing/Pulling
R	Reaching	R	Handling
O	Fine Dexterity	R	Kneeling
R	Crouching	R	Crawling
R	Bending	R	Twisting
R	Climbing	R	Balancing
C	Vision (Correction Required: 20/40)	C	Hearing
C	Talking	R	Foot Controls (driving, operation of equip, etc.)

**ENVIRONMENTAL FACTORS**

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	R - Rarely	N = Never
<b>Code</b>	<b>Health and Safety</b>		<b>Code</b>	<b>Environmental Factors</b>	
R	Mechanical Hazards		R	Dirt and Dust	
R	Chemical Hazards		R	Extreme Temperatures	
R	Electrical Hazards		R	Noise and Vibration	
R	Fire Hazards		R	Fumes and Odors	
R	Explosives		R	Wetness/Humidity	
R	Communicable Diseases		R	Darkness or Poor Lighting	
D	Physical Danger or Abuse				

**PRIMARY WORK LOCATION**

Office Environment

**MACHINES, TOOLS, EQUIPMENT, WORK AIDS**

Office equipment (computer, copier, radio, telephone)

**PROTECTIVE EQUIPMENT REQUIRED**

Personal Protective Equipment as needed (mask, eye protection, face shield, gloves)