

**Town of Natick  
Job Description**

|                        |                           |                     |        |
|------------------------|---------------------------|---------------------|--------|
| <b>Position Title:</b> | IT Infrastructure Manager | <b>Grade Level:</b> | 4      |
| <b>Department:</b>     | Information Technology    | <b>FLSA Status</b>  | Exempt |
| <b>Reports to:</b>     | Chief Technology Officer  |                     |        |

**Supervision Required:** The employee performs work responsibilities under the broad and general supervision of the Chief Technology Officer (CTO). Issues relating to Town-wide policy changes or budgetary limitations, or scheduling conflicts may be referred to the CTO for consultation.

**Supervisory Responsibility:** The employee is responsible for the goal setting, supervision, training, and support of the Town IT staff.

**Accountability:** Errors and omissions in work could result in critical system failures, data loss, security breaches, missed deadlines, poor employee morale, and adverse public relations.

**Complexity** Management responsibility in the information system arena requires ingenuity and creativity to keep pace with an ever-changing marketplace. Oversight and maintenance of local area data and voice networks in remote work locations is an extremely technical endeavor, while at the same time requiring a high degree of interpersonal skills.

**Confidentiality:** This position has access to data which could be sensitive in nature. Strict adherence to federal, state and local laws, policies and procedures is required. Individual judgment and the application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

**Work Environment:** The employee must perform work in a normal office environment, not subject to extremes in temperature, noise, odor, etc. Duties require occasional periods spent in uncomfortable physical positions relating to network wiring activities; installation of networking equipment, occasional lifting and carrying of computers and peripheral equipment, etc.; and travel to municipal locations within the Town.

**Nature and Purpose of Contacts:** Primary contacts are with the CTO, Information technology staff, Town administration and department heads and employees of general government and school departments for the purpose of determining communication and information needs, and developing appropriate solutions. Additional contacts include vendors and manufacturer's representatives for the purpose of exploring new or improved approaches to network administration and/or user applications.

**Occupational Risks:** Duties generally do not present occupational risk. However, if an employee

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fails to properly follow safety precautions and procedures, it could result in a minor injury.

### **Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

- Manage the day-to-day schedules, activities, and priorities of the Town IT Staff (network and desktop support personnel). Regularly review issues reported through the ticket system and reassign as needed to balance the workload and maximize team performance and efficiency. Serve as an escalation point for any unresolved issue and ensure follow through until resolution.
- Review and evaluate the work of each member of the Town IT staff on an annual basis. Identify the strengths and weaknesses of each person. Establish smart goals and a plan to help each of them improve and develop. Recommend any staffing changes needed to the CTO.
- Manage the scheduling of staff (vacation requests, lunches, training, special projects, etc.) so that adequate support is always available throughout the day to assist each town department and the school department with technical issues. Communicate staffing changes to all team members as they occur.
- The ability to plan, implement and manage multiple concurrent projects covering a broad range of technologies. Be enthusiastic to take on new challenges and motivate others to follow and collaborate with you.
- Identify, review and prioritize operational improvements that will help maximize network and system service uptime and user satisfaction.
- Monitor and conduct regular tests of all on-site and off-site backup solutions and redundant services to ensure they continue to meet the organization's compliance, disaster recovery, and business continuity needs
- Conduct regular reviews and audits under the direction of the CTO to ensure we are following our security frameworks, setting goals for improving and minimizing our risks, and ensuring our readiness to identify and handle an incident.
- Develop and ensure best practices are followed when implementing all new technologies and enhancements into our production environment so any and all changes can be reverted back if needed. Ensure reasonable and adequate notification is given to our customers prior to all

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projects so the impact is known and minimized.

- Develop proactive maintenance schedules and replacement plans for all network and system equipment so the expected life cycle of all key equipment is known and equipment is properly maintained. Ensure all required service costs (operating budget) and replacement costs (capital budget) are identified and tracked within the appropriate budget.
- Maximize the features and efficiency of our automated systems, such as the ticket, inventory, network, and client devices to provide meaningful statistics, metrics, and reports so that the effectiveness of the Town IT Team can be reviewed and continuously improved. Drive the production of our Annual Inventory Report so we can proactively plan and budget to replace aging equipment and make recommendations to the CTO on action that needs to be taken.
- Manage vendor relationships for those organizations we rely upon for primary support to our customers (IE: Copiers, AV, Recycling, etc.) as if they were our internal resources. Ensure communication is clear and resources are provided as needed so our customer needs are met.
- Review, provide feedback, and approve changes to our standard operating procedures of the Town IT Team. These procedures must be aligned with our Department's Expectations and Best Practices.
- Research and recommend to the CTO detailed specifications for all hardware and software purchases.
- Serve as our lead technical resource and trainer to other members of the technology team and ensure user requests and needs are resolved in a timely manner.
- Collaborate with all municipal and school department employees to share ideas, solve problems, and cooperatively come up with solutions from our collective experience and knowledge.
- Work on special projects as assigned by the CTO.
- Remain current on industry trends in information technology, investigate new technologies and make recommendations to the CTO.

### **Recommended Minimum Qualifications:**

**Education and Experience:** or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

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- Bachelor's degree preferred.
- Supervisory experience preferred.
- Minimum of 7 years of progressive experience with Microsoft, Apple and Unix platforms integrating with MS Azure/Active Directory and Google Workspace and/or MS Office 365.
- Industry Certifications such as CCNA, CISSP, PMP, etc. are preferred.
- Demonstrated experience with Extreme/Cisco/Aruba/HP switching, routing, and networking.
- Experience with virtualization technologies such as VMware is required.
- Experience with enterprise-wide wireless technologies is a must. Aruba preferred.
- Familiar with the management of cloud platforms such as MS Office 365 and Google Workspace.
- Experience supporting cloud based PBX phone systems, Elevate system preferred.
- Familiar with all concepts relating to TCP/IP networking, internetworking (trunking, VLANS, transport mediums), Layer 2 and Layer 3 routing and switching protocols.
- Server experience should include DNS, DHCP, radius, virtualization, etc...
- Experience with Networked Storage Solutions.
- Network Security - Firewall (Sonicwall), Spam Filters, Content Filtering, and End Point Security Solutions.
- Familiar with the development and maintenance of Backup, Disaster Recovery, and Business Continuity Plans. Experience with Veeam or Rubrik is a plus.
- Experience complying with industry standard security frameworks (ie: CSC, NIST, ISO, COBIT) and establishing compensating controls and mitigation strategies is preferred.
- Experience dealing with outside vendors.
- Team player that can effectively manage multiple priorities and negotiate deadlines.
- Experience in a municipal environment supporting Public Safety or Public Schools is also a plus.

### **Physical and Mental Requirements**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.*

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### **Physical Skills**

- The ability to lift up to 30 pounds.

### **Motor Skills:**

- Duties may involve close hand-eye coordination and physical dexterity.

### **Visual Skills:**

- Ability to read, see, and differentiate between colors.

*This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*