



**BOARD OF COUNTY COMMISSIONERS
WARREN COUNTY, OHIO**

406 Justice Drive, Lebanon, Ohio 45036

www.co.warren.oh.us

Commissioners@co.warren.oh.us

OFFICE OF MANAGEMENT AND BUDGET

POSITION AVAILABLE

JOB CLASSIFICATION TITLE: INFRASTRUCTURE SYSTEMS SUPERVISOR

DEPARTMENT: TELECOMMUNICATIONS

PAY RATE: \$25.00 - \$35.00 HOURLY

PAY RANGE: #26

SCHEDULED HOURS: 40 HOURS PER WEEK

CIVIL SERVICE STATUS: CLASSIFIED

SEE ATTACHED CLASSIFICATION SPECIFICATION FOR MINIMUM
QUALIFICATIONS AND ILLUSTRATIVE DUTIES OF THIS POSITION

POSTING PERIOD: THIS POSTING IS BEING POSTED FOR A PERIOD OF TIME NOT LESS THAN SEVEN (7) CONSECUTIVE CALENDAR DAYS, BEGINNING MAY 24, 2022

VISIT WWW.CO.WARREN.OH.US AND COMPLETE THE APPLICATION AS FOLLOWS: CLICK ON JOB POSTINGS THEN CLICK ON WARREN COUNTY APPLICATION FOR EMPLOYMENT, THEN DOWNLOAD TO YOUR DESKTOP AND EMAIL THE COMPLETED APPLICATION TO: WCCOMMAPP@CO.WARREN.OH.US PLEASE CONTACT UNIKA MILLER WITH QUESTIONS AT: 513-695-2691.

APPLICATIONS WILL BE ACCEPTED UNTIL POSITION IS FILLED

THIS POSITION IS SUBJECT TO A POST-OFFER DRUG SCREEN AND A BACKGROUND CHECK (BCI).

WARREN COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

YOU WILL HIT THE *BULLSEYE* WORKING FOR WARREN COUNTY

PERKS & BENEFITS WORKING FOR WARREN COUNTY



WORK ENVIRONMENT

- Work/Life Balance
- Job Stability



PAID TIME OFF

- Holidays - 11.5 annually
- Vacation - 2 weeks after 1st year



BENEFITS

- Health Insurance*



RETIREMENT

- 14% employer contribution into the Ohio Public Retirement System*

Health Insurance - Available after 30 days, 2 Med/Rx plan choices with monthly family premium range from **\$216 to even \$0 (5x cheaper than the private sector)**; \$0 premium cost for Dental, Vision, Life, HSA, FSA, EAP, Weight Watchers, On-site Biometrics & Day Off Work (Dave's Day for Your Life) and many more!

Retirement - Ohio Public Employee Retirement System; Employee 10%/Employer 14% of earnings (pre-tax)

VISIT WWW.CO.WARREN.OH.US FOR ALL JOB POSTINGS.
QUESTIONS CALL: SUE SPENCER 513.695.1747

**WARREN COUNTY COMMISSIONERS
POSITION DESCRIPTION**

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Position Title: Infrastructure Systems Supervisor

Incumbent:

Class Title:

Department: Telecommunications

FLSA Status:

Non-Exempt

Reports To: Task Unit Leader

Civil Service Status:

Classified

Pay Range: 26

Probation: 365 Days

Employment Status:

Full-time

Work Hours: 7:00 A.M. to 4:00 P.M.

Lunch:

Un Paid

JOB RESPONSIBILITIES:

Under general direction, supervises Telecommunications infrastructure and related application and network maintenance. Ensures operability and compatibility required to make and keep the Telecommunications Network and its components functional. Maintains relations with Political Subdivisions and attends meetings for internal and external customers relations.

Technical writing; to include vendor specifications, operating procedures, briefings, reports, charts, and graphs. May do Router configuration and maintenance, Server configuration and maintenance, and status button system Configuration and maintenance for Telecommunications infrastructure.

Develops system planning and new equipment needs assessment. Co-ordinate's system design and development configuration.

Leads, Coaches, Supervises, and trains personnel. Develops and implements procedures to protect, control and maintain Telecommunication Department assets.

Directs research, development, and implementation of Telecommunication Systems. Instructs and informs staff on proper usage and system status of Telecommunication areas of responsibility, maintains maintenance history records, and ensures system and security integrity.

QUALIFICATIONS: Any combination of training and work experience, which indicates possession of the skills, knowledge and abilities listed above. An example of an acceptable qualification for this position is:

Must be able to analyze problems accurately and translate the analysis into effective network and support. Critical to this analysis is an in-depth understanding of network system operation and implementation.

Additionally, the incumbent is expected to solve complex technology challenges, such as integrating applications and infrastructure. Maintaining a focus on the problems being solved and the ability to link technology solutions.

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Completion of secondary education or its equivalent and (4) years' experience in electronic systems maintenance, or equivalent combination of training and/or experience which evidences and knowledge of electronic system maintenance and operation; to include but not limited to: point to point and multi-drop data and voice circuits, public safety communications systems.

Experience in all levels of communications including systems operation, support, and maintenance with extensive experience in quality assurance, systems management, and personnel to complete required tasks.

Must possess:

- Hands on experience with wired and wireless networking, PC and server virtualization software, virus protection, patch management, backup systems, server topologies, disaster recovery.
- English Language – Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Public Safety and Security - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- Administration and Management - Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources.
- Proven ability to manage projects.

LICENSURE AND CERTIFICATION REQUIREMENTS:

Valid Ohio driver's license

CompTIA N+ Certification

CompTIA A+ Certification

CompTIA Server Certification

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ESSENTIAL FUNCTIONS:

1. Primary person for 911 and Telephony areas of responsibilities assigned to Department.
2. Ensures the continuous operation of telephone service to the Warren County 911 Center.
3. Supports the installation and operations of the Warren County 911 System.
4. Programs telephone system configurations, moves & changes; oversees and analyzes design and configuration of departmental call centers and plans installation; oversees telephone systems operations and quality; manages copper and fiber plants, network drops, set installation schedules and ensure dates are met; oversees telephone inventory, cable records, maintenance, and upgrades.
5. Coordinates repairs with vendors warranty issues or deals directly with vendors for repair status/warranty issues.
6. Maintains work orders including: New extensions, moves and changes, class of service, equipment addresses, and associated features.
7. Designs and plans for implementation of departmental telephone systems/call centers and observes systems for proper operation.
8. Schedules install and repair personnel to ensure repair and new installs are completed on time.
9. Reports trouble to responsible parties to facilitate repairs.
10. Responsible for ordering circuits and their timely installation.
11. Reviews and assists in resolving telephone operations problems.
12. Maintains telecommunications department parts & supplies inventory to assure minimum stock levels for timely repair.
13. Assists with designing new and existing departmental telephone architecture and prepares proposals for agencies.
14. Voice mail system administration and maintenance.
15. Maintains relations with Warren County Government Offices, Political Subdivisions and associated vendors to ensure their needs are being met.
16. Prepares drawings, schematics, diagrams, and records for system installation and maintenance.
17. Follow all safety and health practices of the Warren County Board of Commissioners as described in the attached addendum.
18. On Call rotation - scheduled for one week operation periods of which is on call 24 hours per day. Representing assigned Task Unit in the Incident Response Team.
19. Demonstrates a regular and predictable attendance.
20. Maintains a valid Ohio driver's license.

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OTHER DUTIES AND RESPONSIBILITIES:

1. Performs other job-related duties as required by supervisor.
2. Aids in negotiating contracts for Government Agencies to include In-Building Repeaters, Operating Solutions, Devices, Accessories, etc.
3. Operates electronic test equipment and performs specialized maintenance on electronic equipment, which includes desktop, mobile, laptop, and handheld computers.
4. Works with other Telecom Units to carry out the mission of the department.
5. Work with Telecom Trainer to develop training classes and materials.
6. Provides instructional classes for basic operation of telephone system and associated features.

KNOWLEDGE, SKILLS AND ABILITIES: (* indicates developed after employment)

- Microsoft operating systems, Data Center grade hardware, Virtualization/Consolidation systems, Storage Area Networks, Wireless Protocols, Managed Systems Operations, Development and Desktop Engineering, Radio over IP (RoIP), Voice over IP (VoIP), PC over IP (PCoIP), *Computer Aided Dispatch systems, *911 converged systems, *Audio log recording systems.
- Skills: Programming - Writing configurations for various purposes.
Writing - Communicating effectively in writing as appropriate for the needs of the audience.
- Technology Design - Generating or adapting equipment and technology to serve user needs.
- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate.
- Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Installation - Analyze equipment, machines, wiring, or programs to meet specifications and adaptability for intended purpose.
- Operations Analysis - Analyzing needs and product requirements to create a design and implement the project from design to operation.
- Deductive Reasoning - The ability to apply general rules to specific problems to produce answers that make sense.
- Oral Comprehension - The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression - The ability to communicate information and ideas in speaking so others will understand.
- Written Comprehension - The ability to read and understand information and ideas presented in writing.
- Occupation Specific Tasks: Confer with users to discuss issues such as access needs, security violations, and programming changes.

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- Generalized Work Activities:
 1. Interacting with Computers - Using computers and computer systems (including hardware and software) to program, write/load software, set up functions, enter data, or process information.
 2. Provide Consultation and Advice to Others - Providing guidance and expert advice to management or other groups on technical, systems, or process-related topics.
 3. Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
 4. Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
 5. Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
 6. Knowledge of inspection and testing techniques; safety practices and procedures; operation and maintenance of telephony systems; equipment utilized in maintaining telephony systems; equipment maintenance techniques; operating procedures of related equipment.
 7. Ability to: deal with problems involving many variables; work alone; interpret detailed instructions; maintain accurate records.
 8. Use drawing applications; use computer-aided design programs; interpret and understand schematic drawings and service manuals; use tools and equipment in the maintenance of electronic systems; perform minor mechanical repairs; operate equipment.

**PHYSICALLY DEMANDING AND HAZARDOUS WORKING CONDITIONS
INHERENT IN THE POSITION DESCRIPTION OF:**

- The employee must negotiate, use, or work with or in the vicinity of:
1. Ability to accurately distinguish colors for high and low voltage power systems, warning lights in various colors (red, green, amber, etc.) and states (flashing, blinking, solid, etc.).
 2. Floor openings, wall openings and holes; open-sided floors, platforms, and runways; stairs.
 3. Fixed industrial stairs.
 4. Electric wiring.
 5. Emergency plans for evacuation purposes.
 6. Fire plans for the prevention of fire hazards.
 7. Accumulation of flammable and combustible waste materials.
 8. Handling flammables or combustibles.
 9. Equipment or fuel source.
 10. Storage and handling of liquified petroleum, propane, gasoline, and corrosives.
 11. Hazardous waste operations involving emergency response operations for release of or threats of release of hazardous substances.

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12. Personal protective equipment. General requirements for use, care, and limitations of personal protective equipment. Occupational head, eye, and face protection.
13. Fall protection – general application.
14. Hazardous energy control (lockout/tagout).
15. General requirement for safe use of tools and guarding, ability to use hand and power tools (digital voltmeter, screwdrivers, drills, pry bars, etc.)
16. Telecommunications centers or at telecommunications field operations.

GENERAL DUTY: SAFE AND HEALTHFUL WORKPLACE

The employee:

1. Uses or works in proximity to the use of firearms.
2. Works in or around crowds.
3. Has contact with potentially violent or emotionally distraught persons.
4. Has exposure to hot, cold, wet, humid, or windy weather conditions.
5. Has exposure to hazardous driving conditions.
6. Ability to work from step ladders up to 10 feet above the ground or floor for up to 60 mins at a time several times per day.
7. Ability to lift to 50 pounds in and out of vehicles for no more than 10 mins at a time in all weather conditions.
8. Is subject to emergency call twenty-four (24) hours a day, seven (7) days a week.

My signature below signifies that I have reviewed the contents of my position description and that I am aware of the requirements of my position. I further certify that I have reviewed the most current copy of the Warren County Commissioners Personnel Policy Manual.

(Employee's Signature)

(Date)

Date Adopted:

Date Revised: 2022.05.23