

THE MORRIS COUNTY PARK COMMISSION

Job Description

Title: Systems Support Manager

Full Time  - Salary Grade: Confidential - III - Manager

Division: Information Technology & Services

Effective Date: 2/14/2024

Prepared by: T. Silverman

Approved by: R. Vitale

**Position Charter:**

Reporting to the Manager of Information Technology & Services. and in cooperation with staff of the Morris County Park Commission provides technical support by performing the duties of a Computer Technician for the Morris County Park Commission. This position serves as the focal point for supporting the technical infrastructure of the Morris County Park Commission. Additionally, this position serves as a Personal Computer and Client Server application development specialist for Park Commission system requirements. This individual install, coordinates, and supports the use of Personal Computer and Network Server based computer hardware, communications and operating system software. The incumbent is responsible for assisting staff in resolving problem situations.

**Essential Functions:**

- Designs, modifies, maintains, and documents PC and Server based computer applications.
- Prepares, maintains and modifies routine programs.
- Makes approved changes by amending the program flow chart, developing detailed processing logic, and basic coding changes.
- Tests and documents modifications.
- Confers with Systems Management personnel to clarify procedures, processing, and logic.
- Analyzes agency work processes and methodologies.
- Develops detailed Entity Relationship Diagrams for the daily operations and the disaster recovery protocols.
- Participates in the preparation of internal development procedures.
- Installs PC and Server based Operating Systems Software.
- Installs and supports a wide range of PC, Server and Communications Hardware.
- Analyzes and resolves End User support requests.
- Install and configure appropriate software and functions according to specifications.
- Detect, diagnose and troubleshoot to problems, related to hardware, software or organizational activities.

**Other Functions:**

- Prepares reports and analyses as required.
- Keep records and logs of repairs and fixes and maintenance schedules.

- Performs other duties as assigned.

**Qualifications:**

- Graduation from an accredited college or university with a degree in Computer Science, Computer Engineering or Computer/Information Technology or three (3) years proven work experience in said field.
- Knowledge of PC and Server based Operating System Software, Hardware, and Communications Equipment.
- Knowledge of equipment characteristics and agency standards, and skill in programming techniques to develop detailed logic, test, debug, and document programs for computer system.
- Knowledge of data processing functions, organizational structure, and the relationship of stages in automating a work process.
- Knowledge of data communications access methods.
- Experience with and knowledge of the Windows networked environment or current state of applicable technology.
- Knowledge of office methods and procedures, accounting and statistical principles, and methods and practices.
- Ability to comprehend established office routine and rules and regulations of complexity, to organize work and develop effective work methods and to maintain suitable records and files.
- Ability to interact with software and equipment vendors to effectively operate systems and equipment, and to understand and be able to correct problems when they arise.
- Strong communication, organizational and time-management skills.
- Possession of a driver's license valid in New Jersey.
- Ability to perform the essential functions of the position with or without reasonable accommodation.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.