

POSITION DESCRIPTION

Position Title: IT Director

Department: IT

Date Revised: *draft*

GENERAL PURPOSE

Performs a variety of complex supervisory, administrative, and technical work in the development, installation and maintenance of information technology systems.

SUPERVISION RECEIVED

Works under the general direction of the County Manager or designee.

SUPERVISION EXERCISED

Exercises supervision over the IT Department employees; 2 FTE's.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Takes lead role in all activities related to ensuring ultimate ownership of technology issues.

Exercises control of the appointment, discipline and discharge of all IT personnel. Responsible for scheduling, task assignment, assessment and evaluation.

Establishes technical standards, consolidates purchasing and provides vendor management.

Develops short- and long-range plans; ensuring that projects with county-wide application are approached strategically.

Determines work procedures, prepares work schedules, and expedites work flow; studies and standardizes procedures to improve efficiency and effectiveness of operations.

Provides end user support and training for typical office environment applications.

Diagnoses and/or assists staff to diagnose and solve computer equipment problems. Coordinates with management staff, support staff, technical personnel, and/or vendors to solve problems as required. Makes certain all operations-related problems are resolved in a timely manner to minimize user impact.

Consults with management and other county leadership to determine information technology needs and project priorities, in order to assist other departments in achieving their goals.

Plans, justifies, and manages operating and capital expense budgets.

Assures that assigned areas of responsibility are performed within budget; performs cost control activities; monitors revenues and expenditures in assigned area to assure sound fiscal control; prepares annual budget requests; assures effective and efficient use of budgeted funds, personnel, materials, facilities, and time.

Prepares project feasibility studies and technology pilot programs.

Gathers, interprets, and prepares data for studies, reports and recommendations; coordinates department activities with other departments and agencies as needed.

Communicates official plans, policies and procedures to staff and the general public.

Provides professional advice to supervisors; makes presentations to supervisors, boards, commissions, civic groups and the general public.

Confers with department heads involved with proposed projects to ensure cooperation and further define nature of project.

Prepares progress reports, when requested, to inform management of project status and deviation from goals.

Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to ascertain costs and plan operating changes.

Prepares and solicits proposals for hardware and software solutions.

Participates in technical projects such as the design, development, and implementation of computer software and systems for specified applications.

Maintains all computer, fax, postage, telephone and other peripheral equipment; either personally or by supervising third party support. This includes but is not limited to the following: computers, thin clients, phone switches/systems and phones, copiers, printers, scanners, postage equipment, etc.

Must be able to work after hours and weekends to troubleshoot network and equipment while system is not in heavy use.

PERIPHERAL DUTIES

Represents the county at various conferences and meetings.

Serves as a member of various employee committees.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

(A) Graduation from an accredited four-year college or university with a degree in computer science or a closely related field, and

(B) Five (5) years of progressively responsible related experience, or

(C) Any equivalent combination of education and experience.

Considerable Knowledge of:

- (A) information technology theory, principles, and practices;
- (B) current information technology equipment;
- (C) local and wide area networks;
- (D) internal and external cybersecurity;
- (E) typical office applications and financial applications;
- (F) cloud computing;
- (G) budgeting.

Considerable Skills in:

- (A) leadership;
- (B) research;
- (C) strategic planning;
- (D) project management;
- (E) problem solving;
- (F) decision-making;
- (G) communicating,
- (H) resource development - cost containment;
- (I) mentoring and empowering professional, third party and support staff.

Necessary Ability to:

- (A) plan, purchase, install and maintain efficient and effective automated systems;
- (B) troubleshoot IT systems;
- (C) develop simple software programs;
- (D) effectively supervise staff;
- (E) act as an official representative of the County in a professional manner
- (F) be a progressive leader; recognize the overall picture and anticipate rather than react to problems, concerns and opportunities;
- (G) lead with an effective management style that promotes growth;
- (H) create and maintain an open and respectful work environment with County employees and the public;
- (I) be approachable and able to communicate with people; establish and maintain effective working relationships;
- (J) communicate effectively in English both verbally and in writing; make presentations;
- (K) define issues, collect information, establish facts and draw valid conclusions;
- (L) carry out assigned projects to their completion;
- (M) obtain relevant continuing education and related for self and staff.

SPECIAL REQUIREMENTS

Must possess a valid State Drivers license.

TOOLS AND EQUIPMENT USED

Personal computer, including word processing, spreadsheet database, presentation and other office production software; Client/Server and LAN computer systems; phone; copy machine; fax machine; motor vehicle; various hand tools; electrical meters; electronic diagnostic equipment; networked PBX phone systems.

PHYSICAL DEMANDS

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 essential functions. While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee is occasionally required to walk, drive a car or ride a bicycle.

The employee must occasionally lift and/or move up to 80 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required. The duties listed above are intended only as illustrations of the various types 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.

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