



TILLAMOOK COUNTY
201 Laurel Avenue
Tillamook, Oregon 97141
(503) 842-3418

JOB CLASSIFICATION DESCRIPTION

Job Title:	Information Services Director	Union:	Non-Union
Department:	Information Services	WC Code:	8810
Reports To:	Chief Administrative Officer	Approved Date:	12/26/2024
FLSA Status:	Exempt	Approved By:	Rachel Hagerty
Pay Grade:	ES08		

SUMMARY:

Directs the Information Services (IS) Department and is held accountable for its successful functioning. The IS Department is responsible for: network services, web and graphic design, personal computer support, telephone and voicemail services, end user training, informational resources management, information availability, database and programming services, communications equipment and systems, public safety radio networks, disaster recovery planning and services, and technology leadership. The Director monitors and evaluates the progress of the Department toward meeting goals and adjusts objectives, work plans, schedules, and resource commitments.

Manages, directs, organizes, and coordinates the activities of the County's IS Department and Communications Division, including systems, development and maintenance, office automation, technical support, and computer operations. Coordinates information systems activities with other division, departments, and users. Analyzes procedures and work plans of user departments to determine feasibility. Designs computerized systems to accomplish desired results. Provides day-to-day leadership/supervision of other IS personnel.

DUTIES/RESPONSIBILITIES:

(Duties assigned to this position are not all inclusive. Additional duties may be assigned.)

Provides professional assistance to County departments in a variety of information systems including projects, cost, and contracts.

Establishes and maintains an effective working relationship with all County departments and offices along with other governmental agencies.

Directs the management of information systems throughout County government. This position provides strategic planning, development, evaluation, and implementation of the information and technology systems for all County Departments. Responsible for the management of multiple information and communication systems, including voice, data, wireless, imaging, e-government, and web services.

Works under general supervision of the Chief Administrative Officer (CAO). Advises the Board of Commissioners and CAO of legal requirements and/or needed changes in the IS and Communications programs. Collaborates with elected officials and department heads in selecting software applications and e-government solutions. Develops methodologies for evaluating user needs and performing cost/benefit analysis. Designs training programs for users in hardware technology and software applications.

Develops, implements, and evaluates programs and services for IS. Formulates, reviews, and revises long and short-range goals. Negotiates and manages third party vendors. Ensures work is in compliance with administrative goals and objectives and regulatory requirements. Establishes, revises, and

interprets department policies and procedures. Develops department budget and monitors fiscal expenditures.

Manages and evaluates the performance of IS staff and takes or directs appropriate action. Exercises overall supervision, either directly or indirectly, of subordinate staff including decisions regarding hiring, training, promotion, and disciplinary action, assignment of work and performance evaluation, and termination of staff. Provides technical guidance in management functions.

Serves as County IS security officer and as County network systems administrator. Ensures compliance with software license agreements. Monitors license usage.

Implements and ensures the County's communication needs for the Sheriff's Department, Emergency Management, and various departments are met. Monitors and evaluates contract performance. Monitors workability of land use agreements with other users at County owned/leased repeater sites.

Maintains repair records, equipment inventories, and FCC licensing records.

Represents the IS department to outside agencies as technical liaison for network/data communications.

REQUIRED KNOWLEDGE/SKILLS/ABILITIES:

Knowledge: Comprehensive knowledge of principles, theories, and methods of enterprise information systems, including current developments in technologies. Knowledge of the statutory requirements for maintaining the confidentiality of information entrusted to the County. Comprehensive knowledge of program/project planning and management, fiscal administration, systems software, database administration, data communications systems, techniques of system analysis and application programming, microcomputers, and related operating systems applications software. Comprehensive knowledge of client/server development including business process and data modeling, client/server development and SQL programming. Knowledge of the regulatory requirements, concepts, principles, methods, equipment, and materials involved in information services management. Knowledge of the principles, theories, and methods of Geographic Information Systems. Comprehensive knowledge of Oracle, Linux, SQL, and Windows networking. Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems. Knowledge of computer architecture, communications equipment, and systems, working knowledge of public safety radio networks. Knowledge of public contracting and procurement requirements, including writing specifications, writing RFPs, and monitoring performance. Comprehensive knowledge of supervisory principles and practices.

Skills: Skill in staff selection, departmental collaboration and development, data analysis, interviewing techniques, report writing, grant and budget administration, and public speaking. Skill in leading, motivating and collaborating with staff. Strong analytical and assessment skills. Strong verbal, written, interpersonal, and negotiation skills.

Abilities: Able to manage the work of a department to achieve goals and objectives. Able to supervise and direct the work of others to attain high quality work in an efficient manner. Able to demonstrate an in-depth understanding of the business issues in County government. Able to interpret policies, rules, and procedures. Able to utilize problem identification and resolution techniques. Able to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems. Able to communicate effectively in oral and written forms. Able to meet and deal courteously and effectively with other employees; federal, state, and city representatives; contractors; vendors; advisory boards; community groups; and the public. Able to remain calm and use good judgment during confrontational or high-pressure situations that may arise.

REQUIRED EDUCATION/EXPERIENCE:

Bachelor's degree with major coursework in computer science, information systems, engineering, public

or business administration or a related field. Plus a minimum of seven (7) years of progressively responsible experience in developing and managing the functions and departments included within the enterprise information systems. Three (3) of the seven (7) years (above) must include management and/or supervisory experience. The employee must within six months obtain Security + certification. The employee must within thirty (30) days obtain Criminal Justice Information Systems (CJIS) certification

At time of appointment, must possess a valid Oregon driver's license and maintain an acceptable driving record.

Must pass a pre-employment criminal history background investigation.

SUPERVISORY RESPONSIBILITIES:

Hires, trains, develops, and appraises staff effectively. Supervises IS staff and is responsible for job evaluations, job restructuring, staff organization, and all other management duties.

Work is performed under the direction of the CAO. The employee is expected to use judgment in interpreting, applying, and establishing policies and guidelines and recognizing issues that require higher-level review. The employee receives broad guidance on department goals and objectives and is expected to resolve organizational and technical problems independently. Work is reviewed periodically to ensure soundness of decisions and actions and achievement of organizational goals.

Guidelines are numerous and can require considerable interpretation and discretion in their application. The employee must make interpretations based on the particular circumstances at hand and the potential for significant public reaction.

PHYSICAL DEMANDS/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.

Operates under high stress situations for both quantity and quality of work. Job routinely requires working long hours to meet deadlines and ensure continuity of operations and services.

The work is performed in an office environment and at remote telecommunication sites. Position requires vision, hearing conversations, and keyboarding. Prolong sitting or standing may be required in addition to crawling through small areas, standing, bending, reaching, kneeling, pushing, pulling, stooping, lifting, and carrying up to thirty (30) pounds, walking.

By signing below, I acknowledge that I have read and understand the requirements outlined in this job description and confirm I am able to fulfill the requirements. I understand that if I have any questions, I can contact the Human Resources department.

Printed Name:

Date:

Signature: