

JOB DESCRIPTION: INFORMATION TECHNOLOGY MANAGER

DATE: 08/10/2016

EXEMPT (Y/N):	Yes	JOB CODE:	CSC Exempt
DEPARTMENT:	Information Technology	CLASSIFICATION:	505
SUPERVISOR:	Board of Commissioners	SALARY RANGE:	E07
UNION (Y/N):	No	LOCAL:	NA

GENERAL STATEMENT OF DUTIES: Responsible for professional performance and administration of the Information Technology Department for Columbia County. Responsible for planning, organizing and directing the activities of the Department.

Fairly enforce all laws, regulations, ordinances, and standards to ensure maximum compliance and to protect the public health and safety. Plan, organize and direct all Departmental activities, including those with other governmental units and private organizations. Work directly with a wide range of community groups, public and private sector officials, County employees, individual citizens and as part of the County management team.

Promote excellence, dependable performance, responsible customer services, pride, initiative, commitment, cooperation, safety and a team approach throughout the Department. Evaluate and define Departmental programs and policies along with the development of budget proposals in accordance with the vision of the County as articulated by the Board of County Commissioners. Supervise staff of professional, technical and office support staff and hold them accountable for results.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Plan, direct, manage and supervise the activities and operations of the Information Technology Department including systems development and maintenance, office automation, wide area network, voice and data communications and technical support. Establish and maintain the County's information technology strategic plan. Coordinate appropriately with other departments and outside agencies.

Serve as an advisor for all County departments on information systems business and technology issues; review contracts, grants, budgets and other items to assist the County in evaluating, assessing and implementing appropriate technologies.

Review departmental strategic and tactical plans to ensure compliance with the County's strategic information systems plan. Develop and maintain appropriate IT policies and procedures.

Apply business engineering and/or redesign and other quality improvement tools and economic efficiency criteria to current and proposed applications, hardware and configurations, organization structuring and personnel management.

Develop and maintain appropriate systems to address data backup, system redundancy, data security (including CJIS level compliance) and disaster recovery.

Explain, justify and defend information technology programs, policies and activities; negotiate and resolve sensitive and controversial issues.

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Represent the Information Services Division to other departments, divisions, elected officials and outside agencies; coordinate assigned activities with those of other divisions, departments and outside agencies and organizations.

Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information systems.

Implement and maintain enterprise-wide network, servers, backbone, and backup recovery systems. Monitor performances of County network systems and advise management of system performance requirements. Development and document technical procedures.

Install microcomputers, microcomputer components, and network hardware into new and existing equipment. Evaluate and make recommendations on new products and technology. Purchase computer hardware and software as needed. Provide support to users of supported systems.

Develop and coordinate IT training programs to meet the needs of County employees.

Serve and effectively participate as a member of the County Risk Management Team.

Formulate and present departmental budget for review by Board of County Commissioners. Monitor and manage fiscal operations of the Department to remain within budgetary constraints.

Follow all safety rules and procedures established for work areas. Comply with all relevant County policies and procedures. Ensure departmental compliance with County policies and procedures.

SUPERVISORY RESPONSIBILITIES: Directly supervise 2-5 employees.

- Ensure that Department plans and goals are effectively communicated throughout the Department so that individual work plans maintain progress toward Department goals.
- Fulfill role as appointing authority for Department to ensure the hire of qualified candidates. Ensure that each Departmental employee receives written, clearly stated goals and expectations.
- Ensure that each Departmental employee is held accountable for meeting those goals and expectations and take corrective action if not met.
- Conduct regular, formal and informal, evaluations of Departmental employees.
- Provide training opportunities for Departmental staff.
- Diagnose organizational needs, designing approaches and facilitating interventions to optimize Departmental communication, cooperation, teamwork, participation and results.
- Discharge all supervisory responsibilities in accordance with the County's policies and procedures, collective bargaining agreements, and State and Federal laws.

SUPERVISION RECEIVED: Work is performed with considerable independence under the general direction of the Board of County Commissioners and is reviewed jointly by the Board and Manager through conferences, reports and the effectiveness of programs in accomplishing Departmental goals and objectives.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform

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each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: Equivalent to a four year university education in business/public administration, computer science, information technology or related field; At least seven years progressively responsible information technology management experience, preferably within the public sector including significant supervisory experience. Any satisfactory combination of experience and training may be substituted for the above requirements.

KNOWLEDGE, SKILL AND ABILITY: Extensive knowledge of: operations, services and activities of a comprehensive information systems program; principles and practices of computer science, information systems and telecommunications; methods and techniques of application development, system design and programming.

Solid knowledge of principles and practices of budget preparation and administration and supervision, training and performance evaluation as well as pertinent Federal, State and local laws, codes and regulations.

Ability to:

Plan, coordinate and manage projects effectively; communicate well with customers, vendors and other staff both in writing and verbally.

- Plan, implement, and evaluate Department activities based on policy guidelines, regulations and laws.
- Think conceptually and quickly get to the heart of a problem.
- Set priorities and develop realistic solutions to problems.
- Express ideas effectively, verbally and in writing. Use sound judgment and not be afraid to take reasonable risks.
- Adapt flexibly to change or new situations and acknowledge and work through conflict openly. Accept responsibility and be able to work well with ambiguity.
- Model the positive behavior desired in others and promote collaboration and shared responsibility for Departmental success. Look for opportunities for people to contribute, develop skills, take responsibility and be trusted.
- Develop and maintain harmonious and effective working relationships with employees, other agencies, County officials and the general public.

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.

This position requires the manual dexterity sufficient to operate phones, computers and other office equipment. The position requires the physical ability to kneel, bend and perform lifting of items weighing 5-50 pounds often within the confines of small and tight work spaces. This person must have the ability to write and speak clearly using the English language to convey information and be able to hear at normal speaking levels both in person and over the

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telephone. Specific vision abilities required by this job include close vision, depth perception and the ability to adjust focus. Generally, the working conditions are good with little or no exposure to extremes in health, safety hazards and/or hazardous materials. This person must have the ability to travel as required to work in various County facilities.

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.

General office environment.