



JOB DESCRIPTION

JOB TITLE: Information Technology Manager

JOB CODE: 1720

DEPARTMENT: Technology Services/Information Technology

FLSA STATUS: Exempt

REPORTS TO: Director of Technology Services

SUMMARY OF JOB PURPOSE

Manages the activities of the Information Technology Division, staff and contractors involved with supporting local and wide-area networks, system programming, network and system security, and user support; plans, develops and coordinates I.T. enhancements and technical support functions for Douglas County computer systems.

ESSENTIAL FUNCTIONS

1. Directs operations of the Information Technology Division; evaluates and analyzes issues, and recommends and implements solutions to safeguard county computer operations; prioritizes and defines scope of projects, and manages contracted resources as necessary.
2. Directs the planning and management of the Information Technology Division; anticipates problems and pursues solutions; develops, evaluates, revises and implements department goals, objectives, policies and procedures.
3. Supervises assigned staff; prioritizes and assigns tasks and projects; counsels, trains and coaches technical staff; coordinates the interview process and training of new employees; develops staff skills; listens and responds to employee problems, concerns, and complaints and suggests solutions that may rectify the situation; conducts performance evaluations, discusses performance with assigned staff, and counsels employees concerning performance improvements; provides leadership, direction and guidance in systems analysis, technical strategies, and procedures.
4. Manages operations and monitors results; assures that the Information Technology Division achieves tactical goals and timelines; assures the use of efficient techniques and sound I.T. practices to meet program objectives; assures the satisfaction of internal and external customers; assures functionality, compatibility, security and stability of information technology hardware and software; coordinates the design and repairs of the County network and computer systems.
5. Develops complex solutions for integrated systems; designs and directs implementation of enhancements and revised functions; interprets user concerns, defines desired results, develops solutions, and recommends direction of new technology strategies.
6. Analyzes Douglas County trends and issues; resolves concerns and problems of user community; anticipates and interprets concerns, defines desired results, creates solutions, and recommends direction of new I.T. strategies.
7. Advises County executives on I.T. plans and activities; coordinates I.T. development activities with other departments; attends meetings, makes presentations and serves as the principal planning and development advisor to the County on I.T. programs.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



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8. Assesses database and network capacity, monitors utilization trends, and recommends improvements to enhance performance and assure maximum uptime; serves as Computer Security Coordinator; responds to emergencies and coordinates County resources according to plans and needs.
9. Assures effective communication of issues and strategies between I.T. and County departments; confers with, and offers advice and counsel to County officials and employees on information technology planning.
10. Monitors and reviews trends in I.T. and data management issues; recommends operational, procedural and policy improvements; develops and monitors department budget; prepares special and recurring reports; recommends and implements changes to existing policies.

QUALIFICATIONS

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

Bachelor's Degree in Computer Science, Business Administration or related field, and five (5) years of computer systems security, network management, and project management experience, with at least two (2) of those years in a supervisory role; or an equivalent combination of education and experience that could provide the required knowledge, skills, and abilities.

LANGUAGE SKILLS

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents; respond to common inquiries or complaints from employees and regulatory agencies; ability to effectively present information to top management as well as employees.

MATHEMATICAL SKILLS

Ability to apply advanced mathematical concepts such as exponents, logarithms, quadratic equations, and permutations; ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory, and factor analysis.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables

OTHER KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of networked computer system environments and network engineering principles; network system access and security guidelines and procedures; network applications, operating systems, and other software applications unique to the County; management and personnel administration methods, techniques and policies; techniques and practices for effective, efficient and cost effective management of allocated resources; I.T. program planning principles; County policies and procedures.

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Ability to use initiative and independent judgment within established procedural guidelines; assess and prioritize multiple tasks, projects and demands; establish and maintain cooperative working relationships with other department managers; demonstrate effective interpersonal relationships in bringing people together to solve problems.

Skills in reviewing needs of County departments, and prioritizing information technology to meet their needs; analyzing information technology issues, evaluating alternatives, and making logical recommendations based on findings; project management procedures and techniques; assuming executive level responsibilities and making appropriate decisions; interpreting work plans and standards, making decisions, maintaining composure, and working effectively under deadlines; setting priorities, planning, assigning, training and supervising the work of others; establishing and maintaining effective working relations with co-workers.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License with an acceptable driving record; may be required to obtain specific skill and/or technical certifications.

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 regularly required to stand, walk, sit, and drive; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee occasionally is required to climb, balance and stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORKING ENVIRONMENT

Work is performed in an office environment where the physical demands require sitting for extended periods of time; frequent use of computers and standard office equipment; may work under stress of deadlines.

I have read and understand the contents of this Job Description, and I have received a copy of this Job Description for my records.

PRINT NAME: _____

SIGNATURE: _____

DATE: _____

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