

Information Technology Director

Dept: Information Technology

FLSA Status: Exempt

General Definition of Work

Performs complex professional work overseeing County technology; developing, implementing, integrating and supporting enterprise and department technology infrastructure and software applications to ensure efficient operations of County functions; maintaining and enforcing technology standards; ensuring cost-efficient technology to maximize organizational efficiencies and provision of new or more efficient services to the general public, and related work as apparent or assigned. Work involves setting policies and goals under the direction of the County Manager. Departmental supervision is exercised over all personnel within the department.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Plans, directs, administers and participates in program development; analyzes and operations; manages information systems, procedures and staff.
- Establishes and maintains department standards, security and disaster recovery procedures.
- Coordinates the development, implementation and use of technology with County departments to meet business needs.
- Advises the County Manager on issues regarding the County's information technology function.
- Formulates department budget; controls expenditures.
- Designs, implements and maintains the County's information technology infrastructure.
- Investigates and evaluates new technology and the County's potential use.
- Determines the impact of federal and state mandates on the department.
- Recruits and selects department personnel; assigns, directs and inspects the work of, supervises and evaluates assigned personnel; recommends suspensions and termination.
- Coordinates training for departmental and other county employees as needed.
- Evaluates hardware and software; makes recommendations.
- Develops and maintains the County's strategic technology plan.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Comprehensive knowledge of computerized data processing systems, including machine capabilities, application and vendors; comprehensive knowledge of complex micro and minicomputer systems, including machine capabilities and applications potential and available software packages; comprehensive knowledge of data management program development, programming languages and available software; comprehensive knowledge of the principles of electronic mail systems and computer networking configuration; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to understand and apply governmental accounting practices in the maintenance of financial records; ability to supervise and train a staff of technical and professional workers; ability to identify problems and develop logical conclusions and effective, workable solutions; ability to coordinate, direct and supervise systems analysis, design and programming; ability to interpret and apply complex technical publications; ability to interpret software manuals, blueprints and technical manuals; ability to communicate ideas effectively both orally and in

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writing; ability to establish and maintain effective working relationships with county officials, vendors, associates and the general public.

Education and Experience

Bachelor's degree in computer science, or related field and six or more years experience in technical management with networking, hardware and software development and support, or equivalent combination of education and experience. Master's degree preferred.

Physical Requirements

This work requires the occasional exertion of up to 50 pounds of force; work frequently sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to the risk of electrical shock; work is generally in a quiet location (e.g. library, private offices).

Special Requirements

- Certified government information officer preferred.

Competencies

Leading with Integrity: Exhibits ethical and moral behavior in everyday business conduct; Earns trust of others by; disclosing information and admitting mistakes; Recognizes and resolves ethical questions; Ensures organizational ethics are widely understood; Encourages open discussion of ethical issues; Creates an environment that rewards ethical behavior

Negotiation Skills: Clarifies interests and positions of all parties; Adjusts tactics to achieve desired results; Manages conflict, manipulation, and strong emotions; Develops alternative options for mutual gain; Builds consensus through give and take

Managing Customer Focus: Promotes customer focus; Establishes customer service standards; Provides training in customer service delivery; Monitors customer satisfaction; Develops new approaches to meeting customer needs

Quality Management: Fosters quality focus in others; Sets clear quality requirements; Measures key outcomes; Solicits and applies customer feedback; Improves processes, products, and services

Team Leadership: Fosters team cooperation; Defines team roles and responsibilities; Supports group problem solving; Ensures progress toward goals; Acknowledges team accomplishments

Change Management: Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results

Managing People: Defines responsibilities and expectations; Includes subordinates in planning; Takes responsibility for subordinates' activities; Makes self available to subordinates; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Sets goals and objectives; Motivates for increased results; Recognizes contributions of others

Visionary Leadership: Creates a clear, compelling vision; Communicates vision and gains commitment; Acts in accordance with vision; Displays passion and optimism; Mobilizes others to fulfill the vision

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Financial Responsibility: Understands financial targets and budget goals; Incorporates financial analysis into strategic decisions; Implements operating budget flexibility to address changing priorities; Creates sound business cases to support expenditures; Promotes conservation of organizational resources

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date