



Grand County

Job Description

Title:	Information Technology Director	Job Code:	1700
Division:	Administration	Effective Date:	09/2017
Department:	County Council	Last Revised:	

GENERAL PURPOSE

Performs a variety of **professional, complex technical and general administrative duties** related to planning and coordinating support for the County's information systems and data including computers, servers, security, networks, websites, telephone systems, email and peripheral equipment.

SUPERVISION RECEIVED

Works under the broad policy guidance and direction of the Council Administrator.

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS

Manages county-wide computer services operations; develops long and short range strategic plans that include implementing disaster recovery plans to include proactive monitoring, backups and minimized downtime.

Develops and maintains a rotating replacement program for computer systems and other computer peripheral hardware including disposal of surplus electronic equipment and media. Coordinates with County departments to manage acquisition processes; orders equipment, applications, support services and supplies to meet the current and future needs of the county.

Manages all aspects of IT system functions; develops procedures related to computer use, file management, emails, internet access etc.; resolves complex issues related to system software, hardware, programming, operations, configurations, networking etc. Setup and maintain hardware and software server technologies in physical and virtual environments.

Establishes and maintains a budget for county-wide IT and GIS operations. Periodically reviews and resolves issues with billing of IT related purchases & agreements. Assists with the creation of bid specifications for County IT projects.

Develops relationships with suppliers, service providers, and vendors, negotiates for price breaks and discounts; finalizes equipment, application, supply and support service purchases as approved by the County Clerk/Auditor and according to county policy and procedure.

Performs a variety of technical hardware modifications, installations, updates or repairs related to PC's, monitors, printers, servers etc.; sets up and configures various protocols; sets up and manages workgroups and domains including their system access privileges, roles and features including Active Directory.

Provides "help desk" services; coordinates with county departments and offices in the development, implementation and testing of information systems and programs; answers user inquiries regarding computer software or hardware operation to resolve problems when system failures or dysfunctions occur.

Maintains records of daily communication transactions; problems, "help desk" actions and installation activities that include a current detailed "map" of county network systems. Participate in project management of IT related projects for all County projects including public safety and critical applications, may perform as project manager

Maintains county website and IP addresses; may perform regular updating of web content on County's website, creates online forms.

Setup and maintain conferencing and presentation systems. Including UC (Unified Communications), video conferencing, projectors, audio systems and web-streaming components.

Setup and maintain surveillance systems, control systems and their associated components. Provides support to departments in setting up desktop computers, installing new software, printers and peripherals, wireless components and laptops; diagnoses hardware problems, repairs, and provides instruction in the use of programs and software. Oversees and maintains computer and network security hardware and software. Oversees and maintains telephony systems and associated circuits, including 911 and radio systems.

May provide set up, testing and support of voting machines; assists County Clerk/Auditor's Office to maintain voting server and other peripheral hardware and software related to voting processes.

Engineer, install and administer LAN (local area network), WAN (Wide Area Network) and other communications networks; diagnoses and repairs network problems, adds additional network segments when needed; maintains and sets up wired and wireless networks, networking hardware and software, including routers, firewalls, cabling, and switches. Setup and administer remote connectivity protocols such as VPN (Virtual Private Network), RDP (Remote Desktop Protocol), SSH (Secure Shell).

Administer e-mail services and accounts through Microsoft Exchange and spam/ virus protection systems including preparing email records for retention per policy. Maintains software disks and records of software licenses.

Serves as the GIS Policy Committee Chair. Coordinates and directs County contracted IT providers such as the County's webmaster and other IT managers. Provide advice on technological matters, emerging technologies and act as a technical liaison for various county matters. Assists with the creation and developing of employee policies and procedures relating to information technology.

Performs related duties as required.

MINIMUM QUALIFICATIONS

- 1. Education and Experience:
 - A. Graduation from college with a bachelor's degree in information systems, electronics/computer engineering, programming; systems analysis, networking or related field;
 - AND
 - B. Six (6) years of managerial experience performing above or related duties;
 - OR
 - C. An equivalent combination of education and experience.

2. Knowledge, Skills, and Abilities:

Thorough knowledge of Computer hardware, and peripherals such as servers, Desktop PC's (Windows and Mac), monitors, cabling, routers, firewalls, managed switching, wireless networking, telephony systems, scanners, copiers, printers, plotters and modems. Principles and practices related to establishment and maintenance of LAN's (Local Area Networks) and WAN's (Wide Area Networks), including high-speed backhaul links such as Fiber Optics, Microwave and telecommunications circuits. Current technology related to computers, data centers, applications, networks, website maintenance, various electronic equipment, telecommunications and the equipment, tools and software required to provide system support. Administration of VMware, SAN (Storage Area Networking), Windows, Mac OSX, Linux (varied), iOS, Android, cloud services, databases, business software and custom applications.

Considerable skill in the art of diplomacy and cooperative problem solving. Installing, configuring and upgrading operating systems and software. Installing, configuring, assembling and repairing computers, monitors and peripherals such as printers and related hardware. Electrical and Network infrastructure and design, including cabling installation. Troubleshooting and solving hardware, software and network problems. Instructing users on new or upgraded computer applications and hardware. Active listening and effective interpersonal communications. Sourcing equipment and services that provide the best value and return of investment.

Ability to learn functions, operations and technology related to County public safety operations, financial, business and administrative applications and related hardware and software. Apply techniques to explain technical concepts and procedures to non-technical users. Use initiative and independent judgment within established guidelines and procedures. Use tact and finesse when communicating verbally or in writing with co-workers and others to sufficiently exchange or convey information. Organize own work, establish priorities and meet critical time deadlines. Coordinate effective interdepartmental cooperation related to computer operations.

- 3. Special Qualifications:

Must pass post-employment offer physical, drug test and background examination. Must be willing to participate in random drug screening. Must complete a 12-month orientation/introductory period. Must possess valid Utah driver license. Subject to on call and called out status including weekends and/or holidays.

4. Work Environment:

Duties generally performed indoors in office environment under climate controlled conditions. However, duties may require exposure to potentially dangerous locations such as rooftops, towers, construction zones, service areas and around mechanical equipment. Muscular strength of arms, hands, back and legs necessary in lifting boxes, computer components and relocating cables. Tasks involve walking, standing, stooping, climbing, sitting, reaching and lifting; must be able to lift at least 50 pounds. Talking, hearing and seeing required in the normal course of performing the job. Common eye, hand, finger dexterity required to perform essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Periodic daytime and overnight travel required in normal course of job performance.



Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date _____
(Employee)