

Information Technology Manager

Department: County Commission

Reports to: County Administrator

Class: Non-Civil Service; FLSA – exempt;

Pay: Range Based on experience.

Note: Statements included in this description are intended to reflect the general duties and responsibilities of this job and are not to be interpreted as being all-inclusive. The employee may be assigned other duties that are not specifically included.

Job Summary

Under the general supervision of the County Administrator, the employee provides information technology (IT) support performing the full range of installation, repair, and troubleshooting duties to County offices. The employee maintains County networks to include servers and telephone systems. Work is usually performed in accordance with well-defined procedures. Employee exercises latitude, discretion, and judgment in carrying out duties. This job is considered safety-sensitive and is subject to a pre-employment background check and random drug screenings.

Essential Functions

ESSENTIAL FUNCTIONS: The following list was developed through a job analysis; however, it is not exhaustive and other duties may be required and assigned. A person with a disability which is covered by the ADA must be able to perform the essential functions of the job unaided or with the assistance of a reasonable accommodation.

ESSENTIAL FUNCTION: Information Technology (IT) Manager. The employee maintains all County computer and network systems.

1. Maintains County computer hardware and peripherals.
2. Installs network cables to ensure connectivity throughout County offices.
3. Maintains an equipment inventory of County IT equipment.
4. Provides technical support to County employees and their systems.
5. Installs new software; maintains upgrades to existing software.
6. Provides administration of network servers, routers, firewalls, and fiber network.
7. Ensures reliable backups are maintained for the County servers.
8. Maintains security system software and equipment; maintains security cameras and digital recording devices.

9. Keeps up with current issues regarding cybersecurity and maintains robust cybersecurity protection as well as educating employees on safe practices for the use of the County's IT equipment.
10. Develops long-term IT plan for maintaining and updating County IT systems.
11. Maintains the Voice-Over-IP (VOIP) telephone system.
12. Coordinates and assists various vendors and special software companies with their product support.
13. Installs network cables throughout County facilities in ceilings, walls, and under flooring as appropriate.
14. Maintains and updates, as appropriate, a workable plan to protect data and continue operations in the event of a disaster. (i.e., access to hardware and software for critical operations.)
15. Provides monthly status report of participant activity and non-compliance to the County Administrator.

NON-ESSENTIAL FUNCTION:

Performs other job-related duties as required or assigned.

Knowledge, Skills and Abilities

(* Can be acquired on the job)

1. *Knowledge of County rules, regulations, policies, and procedures.
2. Knowledge of County geography.
3. Knowledge of modern office administrative procedures.
4. Knowledge of office productivity software.
5. Knowledge of computer systems and troubleshooting techniques.
6. Knowledge of network and system administration.
7. Communication skills to effectively communicate internally and externally, both orally and in writing.
8. Verbal skills to effectively communicate with co-workers, supervisors, vendors, and the general public.
9. Writing skills to develop professional letters, reports, and other materials using correct English, grammar, punctuation, and spelling.
10. Computer skills to effectively install and manage hardware and software.
11. Reading skills to read, understand, and explain state acts, federal laws, and technical guidelines.
12. Math skills to perform basic accounting calculations.
13. Ability to communicate effectively with general public, County officials, state agency personnel and other employees in person, over the telephone, and emails.
14. Ability to operate standard office equipment.
15. Ability to use computers and office productivity software.
16. Ability to maintain professional attitude.
17. Ability to handle and account for monies.
18. Ability to use a multiline telephone.
19. Ability to deal with all contacts in a courteous and patient manner.
20. Ability to troubleshoot and repair computer hardware and systems.
21. Ability to use hand and power tools.

22. Ability to work in confined spaces and climb ladders while installing or repairing computer systems.
23. Ability to handle irate individuals.
24. Ability to handle dynamic situations in a calm and courteous manner.
25. Ability to maintain strict confidentiality dealing with personnel records.
26. Ability to prioritize work projects and multi-task.
27. Ability to organize files and work projects.
28. Ability to work with little or no supervision.
29. Ability to pay attention to detail when completing reports.
30. Ability to work independently and exercise judgment to make prudent decisions.
31. Ability to drive.

Minimum Qualifications

1. Possess a high school diploma/GED; an associate degree or greater in information technology, or equivalent combination of experience.
2. A minimum of three (3) years of work experience in an IT environment, working with networks and hardware management; working with the public; or any combination of education, training and experience that demonstrates the above listed knowledge, skills and abilities commensurate with the requirements of this job may be considered.
3. A minimum of three (3) years in a leadership role.
4. Possess a current and valid driver's license; must be insurable.
5. Ability to work nonstandard hours.
6. Ability to travel.
7. Ability to pass a pre-employment background check and random drug screenings.

Physical Demands

The work requires considerable and strenuous physical exertion such as frequent climbing of tall ladders, lifting heavy objects over 50 lbs., crouching, or crawling in restricted areas.

Work Environment

The work environment involves high risks with exposure to potentially dangerous situations or unusual environmental stress which require a range of safety and other precautions, e.g., working at great heights under extreme weather conditions, or similar situations where conditions cannot be controlled.