

WASHINGTON COUNTY

Job Description

JOB TITLE: Technology Director

Exempt (Y/N): Yes

DEPARTMENT: Information Systems

DATE PREPARED: **September 2011**

SUPERVISOR: County **Chief of Staff**

SUMMARY:

The Technology Director under the general supervision of the Chief of Staff of the County Judge is responsible for the continued operation and maintenance of all Information and Technology concerns for the Washington County Government. The Technology Director is responsible for the creation of goals and objectives for the Technology Department with the approval of the County Judge and the management of the budget to support those goals and objectives. The Technology Director is responsible for the installation and maintenance of all network components throughout the County, and the analysis needed to determine structure of all network systems and servers. Manages, evaluates, and provides direction to the Technology Staff and coordinates and directs job activities of all staff to ensure continued success. Offer direction, support and assistance through the Technology Staff for County Technology networking, telephone systems, training, internal systems operations, help desk administration, security, business continuity and asset management. Install and maintain back-office systems including database and application servers. Assist with operational problems at the server, application and user level. Provide direction and assistance to the Technology Staff to install and maintain desktop hardware and software. Evaluate, recommend, implement and manage with the support of the Washington County Technology Steering Committee.

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

1. Consult and assist on County-wide projects that relate to Information Technology.
2. Perform hardware installation and maintenance as required.
3. Assist in the planning and implementation of additions, deletions and major modifications to the County's network infrastructure.
4. Provide assistance and direction on all purchases relating to information technology, while building and maintaining vendor relationships.
5. Recommend and maintain antivirus, spam and malware software on all network devices
6. Recommend and install new software upgrades, security patches, and critical updates on servers and all network devices as required.
7. Architect and implement the county's systems. Supervise help desk, and support teams as needed. Oversee county policy as they relate to backups, retention and disaster recovery.

8. Ensuring operation management and monitoring of county's system providing recommend as needed.
9. Assist in problem analysis for operator, software, or hardware errors. Interact with internal County Elected Officials, Chief of Staff, Department Directors and staff on all levels to help resolve IT-related issues and provide answers in a timely manner.
10. Verify and recommend appropriate hardware/software levels on County computers and network servers.
11. Assess and recommend proper hardware/software based on present and identified future needs. Ensure that County information systems assets are maintained responsibly.
12. Verify County compliance with software licensing rules.
13. Perform all network administrator duties.
14. Possess the ability to communicate in written and verbal form with all levels of County government and provide board level presentations as required.
15. Maintain professionalism, good attitude, and appropriate behavior with Washington County personnel and citizens.
16. Perform any other related duties as required or assigned.
17. Appear before various Quorum Court Committees to explain the Technology budget and/or request funding for the continued success of the Department.
18. Complete various special reports, including all necessary Technology inventory related reports.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE:

Formal Training and work experience including but not limited to Microsoft SQL Server, Microsoft Exchange, Active Directory, Server Virtualization and Server Imaging Applications. Bachelor's Degree in Information Technology or a related field, or equivalent technical training, plus ten (10) years related experience and/or training and five (5) years of project management experience.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT:

Budget Responsibility:	\$1,000,000
Equipment and Property:	\$5,000,000

SUPERVISION:

Ability to prioritize short and long range goals, and objectives. Required to supervise, train, and evaluate technical assistants who will perform the majority of the routine related technical work required by this department. Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work, in addition, the work operations of a group of subordinates, all performing basically the same type of work.

COMPREHENSION AND CRITICAL THINKING SKILLS:

Ability to read, analyze, and understand common scientific and technical journals, financial reports, and legal documents; Ability to respond to complex or difficult inquiries or complaints from customers, regulatory agencies, or members of the business community. 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.

SUPERVISION RECEIVED:

Will be required to routinely meet with and answer to the Chief of Staff for the County Judge, and will also be required to offer technical opinions and recommendations to a technology steering committee that represents each of the elected offices in Washington County. Must have leadership, teamwork and client management skills to be an effective Information Technology director for the County. Under administrative direction, setting up standards of performance.

MENTAL DEMAND & DECISION MAKING:

Very close mental demand. Operations requiring very close and continuous attention for control of operations which require a high degree of coordination or immediate response. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved. Perform work operations which permit frequent opportunity for decision-making of minor & major importance, either of which would affect the work operations of organizational components and the organization's clientele.

ANALYTICAL ABILITY / PROBLEM SOLVING:

High order of analytical, interpretive, and constructive thinking in varied situations covering multiple areas of the organization.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS:

Microsoft servers and applications to include SQL, Exchange, Server 2003/2008. Cisco network equipment to include switches and firewall. Telecommunication equipment both PBX and VOIP.

PUBLIC CONTACT:

Occasional routine contact with persons outside the organization. This would include contact with vendors, utility providers, mail service, media personal etc.

EMPLOYEE CONTACT:

Contact of considerable importance within the department or office, such as those required in coordination of effort, or frequent contact with user departments or offices, generally in normal daily course of performing duties. Requires tact and diplomacy in discussing problems and presenting data and making recommendations. Communication with Chief of Staff of the County, County Judge, Elected Officials and Department Directors.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS:

Microsoft Certified System Engineer, Microsoft Certified IT Professional in enterprise and system administration,

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS:

Microsoft and Cisco certifications recommended.

SOFTWARE SKILLS REQUIRED:

Advanced: Database Management, Network Management, Active Directory Administration

Intermediate: Exchange, Security, Telephony

Basic: Presentation/PowerPoint, Word Processing/Typing, Excel

PHYSICAL ACTIVITIES:

The following physical activities 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 and expectations.

While performing the functions of this job, the employee is regularly required to stand, use hands to finger, handle, or feel, reach with hands and arms; frequently required to walk, sit, climb or balance, stoop, kneel, crouch, or crawl; and occasionally required to talk or hear. The employee must occasionally lift and/or move up to 75 pounds; frequently lift and/or move up to 25 pounds; regularly lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; and color vision.

ENVIRONMENTAL CONDITIONS:

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is frequently exposed to risk of electrical shock; and.

The noise level in the work environment is usually moderate.