

DIRECTOR, INFORMATION TECHNOLOGY

JOB PURPOSE AND SUMMARY

Directs all staff and services of the Department of Information Technology and is the lead management contact for the County on the full range of technology equipment, programs and services. The incumbent guides the development and implementation of short and long range plans for the purchase and use of technology. The IT Director provides expert guidance for technology solutions and services to the County Manager and other elected officials.

This position reports to the County Manager.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

- Guides and leads the development, interpretation, and application of policies and practices within each of the department's service areas.
- Forecasts and assesses the needs and opportunities for the use of technology throughout the organization. Develops and recommends long-term strategies to meet those needs.
- Guides the development and implementation of strategic technology plans.
- Helps to define and optimize the relationship and lines of authority between the central IT department and the customer departments, including IT-dedicated staff at the operating department level.
- Guides the development of, and makes recommendations for, countywide standards to ensure interconnectivity and compatibility between hardware and software systems.
- Responsible for organizational development activities including organizational structure and reporting relationships, staffing levels, job definition and classification, developing and monitoring the department's mission, values and culture, and inter and intra department communications and working relationships.
- Performs or oversees the full range of human resource management functions including recruitment and selection of staff, establishing and communicating department goals and performance expectations, monitoring and evaluating performance, staff development, compensation and salary administration, employee relations, corrective action, labor relations and other associated activities.
- Performs or oversees fiscal management including development and presentation of the department's operating budget, monitoring of revenues and expenditures, development or

improvement of funding mechanisms and sources, and ensuring that all programs are within budget and as cost effective as possible.

- Develops and oversees customer service, customer relations, and customer education policies, programs and activities.
- Develops and maintains effective personal and department-level working relationships, including relationships with elected officials and other affiliated agencies.
- Performs or oversees all other expected and typical managerial functions including capital resources and facilities management, administration and record keeping.

QUALIFICATIONS

Education and Experience:

A Bachelor's degree in Information Technology, Public Administration Business Administration, or a related discipline, Master's degree preferred. The ideal candidate will possess the following experience:

- A minimum of ten years professional level experience in information technology; and
- A minimum of five years' experience in a management position with formal authority for human, fiscal and capital resources; and
- Significant experience with the services, fiscal structure and environment of government agencies, preferably at the local government level.

Work history should reflect expertise and commitment to staff management and development, and excellent leadership and interpersonal communication skills. The ideal experience will provide a thorough knowledge of both applications and infrastructure services in government settings. Personal attributes such as analytical thinking and decision making, ingenuity, active listening, flexibility and collaboration will contribute to the individual's success.

Knowledge of: effective management and supervisory practices; budget development and management of expenditures; current and emerging hardware and software technology; principles and techniques of complex systems analysis and programming; operational characteristics of information technology equipment, peripherals, and various platforms; current applicable Federal, State, and local laws, codes and regulations.

Ability to: effectively plan, organize, and direct a county department; direct, manage, supervise, and train staff; identify problems or issues and develop effective solutions; define short- and long-term goals and corresponding services and timelines to affect their implementation; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work.

KEY PERFORMANCE INDICATORS

- Department and division performance in relation to service needs and demands.
- Effectiveness of resource allocation and financial management.
- Human resources productivity, cost-effectiveness, organizational climate.
- Effectiveness of organizational structure, policies and procedures.
- Effective planning and application of technology and automation.
- Quality of internal (county and departmental) communications and coordination.
- Foresight, proactivity and planning.
- Interpersonal, oral and written communication skill.
- Ability to maintain solid partnerships with external stakeholders.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Incumbents typically work in an office environment and manage multiple priorities. Work can involve face-to-face interactions in stressful or sensitive situations.

Attendance at meetings outside regular work hours may occasionally be required. Essential tasks include use of the telephone and personal computer, writing, driving a county or personal vehicle and traveling to conferences, meetings and seminars.

Created: 01/2010
Revised: 10/2017