



DIRECTOR OF TECHNOLOGY SERVICES

CLASSIFICATION	T
RANGE	\$65,390 - \$99,040
FLSA	EXEMPT

GENERAL STATEMENT OF DUTIES:

Performs complex technical and administrative work analyzing, planning, directing and managing the application of information technology and systems (including geographic information systems) to County operations, including anticipating and preparing for the future. Directs and manages technology projects, user training, user support, and Technology Services departmental staff, resources, and operations. Works under the general supervision of the Deputy County Administrator.

DISTINGUISHING FEATURES OF THE CLASS:

An employee in this position is responsible for planning, implementing and managing all aspects of the County's information and business communications systems. This work includes analyzing the technology needs of diverse County operations and users, and designing, recommending, planning, implementing, maintaining and managing solutions that maximize productivity, efficiency, and return on investment. Work also includes supervising and managing departmental operations, personnel and resources. An employee in this position should have: a Bachelor's degree in a relevant field of study; strong relevant technical knowledge and skills; demonstrated ability to recognize opportunities for improvement, to innovate and to initiate; strong interpersonal and communication skills; excellent organization, supervisory and management skills; knowledge of general industry environment, standards and practices; demonstrated leadership skills; and experience in information systems planning, implementation and management. User support and training skills and experience are desirable, as is demonstrated responsible and innovative enterprise-level geographic information system design, operation and administrative experience.

EXAMPLES OF WORK *(Illustrative Only):*

- Identifies, evaluates and recommends technologies, methods, practices, software and applications to meet organizational goals and departmental and employee needs to improve the efficiency, value and outcomes of County operations and personnel.
- Assists in the preparation of and manages the implementation of multi-year organization-wide technology plans.
- Oversees and ensures the security of all County information systems and business electronic data.
- Oversees and ensures the preservation and archiving of County electronic data in accordance with approved policies and procedures.

- Recommends and manages the implementation of all information systems-related policies and procedures and ensures complete documentation of the same.
- Ensures vendor and County compliance with contract terms and conditions.
- Ensures County compliance with software licensing requirements.
- Ensures compliance with all County and State procurement and purchasing requirements for all technology devices and services, and works closely with the purchasing department to maintain these standards.
- Recommends and manages implementation and maintenance of facilities, systems, policies and procedures to ensure the physical security, logical security, fault tolerance, available capacity, and reliability of information systems.
- Ensures a responsive and effective user support system including initial and remedial user training, and help desk support.
- Ensures thorough analysis of user requirements for information technology and systems, education, training and support.
- Recommends and ensures the effective implementation and maintenance of solutions in response to user requirements.
- Recommends and ensures documentation of and compliance with equipment, software and operating standards.
- Prepares and manages the departmental budget and other budget items relating to the County's technology plan.
- Manages departmental operations, personnel and resources.
- Performs other duties as required.

PHYSICAL AND ENVIRONMENTAL FACTORS:

- Work requires sitting, standing, walking, fine dexterity, stooping, kneeling, lifting and carrying 30 pounds, bending, crouching, pushing, pulling and reaching.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Visual acuity is required for viewing computer screens, extensive reading, visual inspection of computer hardware, networking cables, to differentiate cable colors etc.
- Sense of smell in case of an electrical fire with the equipment or cables.
- The work is mostly desk or office in nature but occasionally can include manual labor and can be subject to other environmental conditions such as extreme temperatures, dirt, dust, noise and electrical hazards.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Broad knowledge of general industry environment, standards, methods and practices
- strong relevant technical knowledge and skills
- excellent interpersonal and communication skills
- strong organizational and management skills
- planning and leadership skills
- ability to effectively direct and manage personnel and to foster teamwork
- strong analytical and critical thinking skills
- demonstrated ability to innovate and initiate

- ability to conceptualize and transfer ideas into practical and effective plans and solutions
- ability to analyze, evaluate and determine the appropriateness, applicability and benefit of available systems, products, methods and practices relevant to County needs and opportunities for improvement
- ability to assess cost-benefit and return on investment and to plan and manage budgets
- ability to plan, prioritize, coordinate and manage projects within schedule and budget
- ability to present complex and technical information in simple, non-technical terms
- strong public speaking and presentation skills
- on-call availability outside of normal business hours including nights, weekends and holidays

ACCEPTABLE EDUCATION AND EXPERIENCE:

- Any combination of education and experience equivalent to a Bachelor's degree in a related field supplemented by appropriate contemporary continuing professional education
- or training plus six (6) year's responsible industry experience including progressively responsible supervisory and management experience
- Thorough knowledge of and demonstrated proficiency in enterprise-level geographic information systems design, operation and administration preferred.