

## DIRECTOR, INFORMATION TECHNOLOGY

FLSA: **EXEMPT**

Last Revised: **April 2007**

**REPORTS TO:** Board of Commissioners or their designee

**SUPERVISES:** Technician

**DEFINITION:** Under general direction from the Board of Commissioners or their designee, plans, organizes and directs the activities of the Information Technology Division.

### **DISTINGUISHING FEATURES:**

The Information Technology Director is responsible for managing and maintaining the County's information technology resources and systems.

Supervises technical employees and/or consultants, works closely with other Information Technology resources as well as other County departments to coordinate client support and develops and monitors standards, service level agreements and support procedures. Coordinates and/or performs projects with external business users, external agencies and vendors, and contracted consulting staff.

**ESSENTIAL AND RELATED FUNCTIONS**--Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

- Directs, manages, and coordinates customer support and client relations within the County.
- Directs and/or performs the installation, maintenance, and repair of all County information systems.
- Reviews departmental requests for technology and makes recommendations, as appropriate, on alternative system options.
- Establishes written policies and procedures for information technology acquisition and utilization.
- Oversees the daily operational activities of technology systems.
- Establishes Countywide standards for information technology.
- Evaluates technology and makes recommendations to ensure compatibility and effectiveness.
- Provides technical assistance to County departments.
- Designs, plans, and maintains the County web page.
- Plans and evaluates the work of professional, technical and other support staff.
- Performs other related duties and responsibilities as required.

## **MINIMUM QUALIFICATIONS:**

Five years of professional consultative, technical, or administrative experience which includes designing, constructing, or analyzing information systems. Experience must include activities in a computer/desktop support environment.

Primary knowledge, skills and experience:

- Systems Administration: Directory services (Active Directory, LDAP), Host operating systems (i.e. Windows, Cisco), Systems backups; Security.
- Web Services administration
- E-mail services administration: Outlook, Exchange, Qmail
- Database Administration: MySQL, MS-SQL, Sysbase IQ, etc.
- Other: BlackBerry, Treo, Security applications, proxy services, etc.
- Systems Documentation: Network diagrams, asset management, license management, password management.

Secondary knowledge, skills and experience:

- Network Administration: Cisco router, switch and wireless device administration; Firewall/IPS administration; TCP/IP, DNS, DHCP; Voice Communications technologies; Network Management applications, etc.
  - Experience with information security principles and practices with a focus on maintaining host systems security and related security controls.
- and
- Two years of experience as an I.T. Operations Supervisor and two years of experience in the operation, installation and/or support of computer systems and/or data communications equipment.
  - MCP Certification (MCSE preferred).
  - Client/Server systems.
  - LAN/WAN/network operations.
  - Effective written and verbal communication skills.
  - Strong project and technical experience in planning, implementing, integrating and supporting host systems and related infrastructure technologies in a team environment.
  - Valid Oregon driver's license and an acceptable driving record.

## **WORKING CONDITIONS:**

Works in an office environment; sustained posture in a seated position for prolonged periods of time. May work outside of normal business hours during special projects. Works in various other indoor locations where IT equipment is located. Some travel within the County is required.