Information Technology Manager

Position Description

Status Full-Time, exempt	**Reports to** Executive Director of Operations
Compensation C43	**Supervises** Technical Services Staff, GIS Staff, Records Management Staff
Bargaining Unit Non-bargaining	**Position Category** Manager

Summary

This position provides technical and administrative leadership for the Allegan County Information System.   Maintains adequate knowledge of current networking and server technologies. Ensures data integrity of the Allegan County Information System. Provides technical directions and leadership to the Technical Support Services team.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position has direct supervisory responsibilities and serves as a coach and mentor for other positions in the department.

1. Supervises staff, including assigning work, approving leave time, and reviewing and evaluating performance. Assists and advises staff on the more complex and difficult tasks.
2. Promotes, implements, & supports the appropriate technologies within every Allegan County Government process by providing technology based leadership and service Responsible for the development, implementation, support and maintenance of all server and networking technologies.
3. Assist in the planning of labor and material needs for designed projects. Manages assigned projects to ensure they are completed on time, on budget and within scope and quality.
4. Functions as a resource for software and hardware systems users; communicates with system users to maintain operating environment.
5. Collects and reports service area metrics.
6. Reviews and creates departmental standard operating procedures.

7. Promotes and integrates networked computing as a concept and as a technology into other county departments, into local units of government, and into the public at large. Maintain awareness of regional, state, and national computer network initiatives and projects.
8. Assists the Executive Director of Operations in development of the annual budget for the various financial activities including operating revenue and expenses along with capital expenses.
9. A member of various technology boards and organizational teams.
10. Maintain current on network technologies and software and other relevant developments. Maintains relevant certificates.

Competencies

Competencies are listed below. Detailed descriptions of these competency levels is available in the Performance Expectations and Development Guide (pages 32-42) available on the internet. Click here.

Reference the Core Competency Expectation Level stated on page one of this job description. Variances from the Performance Expectations and Development Guide are listed below.

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Organizational Values
- Goal/Results Oriented
- Communication

- Attention to Detail
- Adaptability
- IT Application
- Leadership & Influence
- Management
- Planning & Organizing
- Decision Making & Judgement
- Analysis & Problem Solving

Supervisory Responsibility

This position manages all employees of the Technical Support team and is responsible for the performance management of the employees within that department.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to express oneself and exchange information both verbally and in writing. The employee is frequently required to move about the office environment; operate a computer and other office machinery; and move or transport files or

other items to meetings and other office spaces. This is largely a sedentary role; however, some filing is required. The ability to open filing cabinets and bend or stand on a stool as necessary is required.

Travel

Travel is required to access County buildings and employees.

Required Education and Experience

1. Bachelor's degree in computer science, business administration or related field and/or an equivalent combination of education and experience would be considered.
2. Three (3) years of information systems experience, including teaching or training in networking and software applications.
3. Experience working with Cisco routers and switches.

Preferred Education and Experience

1. Cisco Certified Network Associate preferred.

Certifications

1. Certification required for the handling of Law Enforcement Information Network (LEIN).

Other Duties

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signature

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee_____Date_____