

EMMET COUNTY POSITION DESCRIPTION

TITLE: Information Technology Director

DEPARTMENT: Information Technology

REPORTS TO: County Board of Supervisors

FLSA Status: Exempt

Job Summary:

The purpose of this administrative position is to manage the Data Processing Department for Emmet County, to develop and maintain the policies and procedures for the counties' computer networks, and Internet. These policies and procedures will be in accordance with the Auditor of the State of Iowa. This position will order and install new software releases, authorize the linking of independent systems to the county network, and authorize any wiring needed.

Essential Duties and Responsibilities

(The following is intended to be descriptive of the key responsibilities of this position, but is not to be construed as all inclusive, as other duties are performed as required. Duties may be added or deleted at the discretion of the Board of Supervisors).

1. HIPAA Security Officer
2. Manages the IT operations
3. Manages GIS operations for the County which includes assisting assessor's office GIS operations as needed.
4. Monitor computer operations
5. Observe network operation and monitor networks for errors.
6. Install or oversee installation of terminals, county employee workstations and printers throughout the networks
7. Analyze county employee workstations and printer problems and take appropriate corrective action.
8. When malfunctions occur on computer systems or on the network, identify the problem and implement an appropriate course of action including correcting the problem, or contacting computer maintenance or programming personnel.
9. Setup county employee workstations, hardware and peripherals: install software on county employee workstations, respond to trouble calls, analyze problems with software and hardware and take appropriate action to correct problems.
10. Be available for trouble calls after business hours.
11. Assist users in a timely manner by responding to questions regarding computer hardware and software.
12. Maintain records of software inventory.
13. Keep accurate records of hardware inventory and locations.
14. Perform daily, weekly and monthly backups, and maintain magnetic media.
15. Perform data entry when required.
16. Work with vendors in the installation and update of software and hardware.
17. Perform and or monitor timely installation of software updates.
18. Provide assistance to users on software currently in use by county offices.
19. Design, install and maintain an internet website for the County departments including e-mail accounts and public records.
20. Maintain a working knowledge of current Internet trends and practices relating to County Government.
21. Monitor County E-Mail Accounts.

22. Assist County Offices in obtaining information from the internet.
23. Maintain and install user accounts.
24. Order and maintain computer supplies.
25. When required clean computer equipment and peripherals.
26. Prepare and manage a yearly budget.
27. Install or oversee installation of wiring for network connections.
28. Oversee and manage maintenance contracts on all courthouse computer equipment including peripherals.
29. Prepare requests for proposals and coordinate bids for data processing equipment and software when applicable.
30. Make recommendations on the selection of data processing equipment and software.
31. Attend schools and update classes related to computer hardware and software applicable to county use.
32. Attend schools and update classes relevant to individual offices when necessary.
33. Review County Insurance contracts and agreements to assure compliance with cyber-insurance requirements as applicable.
34. Provide information and training to Departments and agencies regarding common cyberthreats and avoidance methods as requested by Department heads.

Additional Responsibilities

1. Establish and maintain effective working relationships with all levels of government, elected officials, County staff, external users, state and local officials and agencies and vendors.
2. Responsible for conducting work in a professional, timely and safe manner, and for presenting a professional and helpful demeanor with clients and co-workers, using work appropriate language while at work, and for showing restraint in expressing frustration or describing problems with clients or internal systems.
3. Demonstrates adaptability to performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.
4. Responsible for demonstrating due care for the property, facility, and public information of the County and its departments.
5. Attends and participates in County meetings, committees and training as needed.
6. Maintains a high standard of courtesy, respect, and cooperation in dealing with co-workers, vendors and County citizens.
7. Performs other duties as assigned.

Minimum Qualifications – Education and Experience

Associate's degree in networking, computer science, or a related field; or a minimum of 2-3 years related on-the-job experience providing technology support or any equivalent combination of education, training and experience that demonstrates the ability to perform the duties of the position.

Minimum Qualifications – Knowledge, Skills, and Abilities

- **Technical:**
 - Demonstrated knowledge and ability to understand various computer technologies and concepts.
 - Expertise or knowledge of various applications such as Microsoft Office, Adobe Acrobat, and others.
 - Basic typing/keyboarding skills.
 - Have an understanding of all current Microsoft desktop and server operating systems
 - Have an understanding of VMware virtual environments

- Have an understanding of TCP/IP networking
 - Have an aptitude to learn various network technologies and their relationship to proper operations of a network environment.
 - Have an aptitude to learn and understand the various roles components of desktops, workstations, and servers, including hardware, operating systems, and software applications.
- **Mathematical:** Basic math such as adding, subtracting, multiplying and dividing. Ability to draw and interpret graphs.
 - **Interpersonal:** Flexibility in adjusting to changing circumstances, information, employee, and customer needs. Demonstrate a willingness to take initiative. Work independently with little or no supervision. Be reliable, responsible and dependable in fulfilling obligations. High level of integrity and ability to maintain confidentiality.
 - **Communication:** Excellent verbal and written communication skills. Ability to effectively communicate and present information and respond to county officials, employees and the general public. Develop and maintain constructive and cooperative working relationships with the public, other government entities and other external sources. Establish and maintain effective working relationships.
 - **Language:** Ability to read, analyze, and interpret data, legal documents, or governmental regulations. Ability to prepare reports, general correspondence, and lists.
 - **Organizational:** Ability to organize, plan and prioritize work. Utilize problem solving skills, analytical thinking in gathering and analyzing data. Ability to work under pressure, time constraints and deadlines.
 - **Resource Allocation:** Ability to manage resources, obtain and see to the appropriate use of equipment, facilities, and materials needed.

Working Conditions

This work is performed in a typical office setting, requiring the ability to sit and stand for extended periods. Daily computer use, including viewing computer screens and reading documents is required. Reaching, walking, kneeling, bending or other movements may be required. Occasionally lifting of equipment and materials, 10-80lbs. Must possess a valid driver's license and proof of insurance liability coverage.

Will be required to work a non-traditional work schedule as projects necessitate.

Disclaimer

The above statements are intended to describe the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this job.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.