

Hancock County Director of Information Technology/Geographic Information Systems

Hancock County is seeking a full-time IT/GIS director. The director shall provide hands-on direction and coordination of County's Information Technology Department and Geographic Information Systems Department including technology needs assessment, development, support of in-house or third-party computer applications, and management of the County's network and GIS system. The ideal candidate will have experience working in virtualization, Windows operating systems, Windows server environment, firewalls, Microsoft SQL, Microsoft 365, and ArcGIS/ESRI. The IT Director must be able to work independently, be reliable, responsible, and dependable in fulfilling obligations.

Ideal candidate may possess an associate's degree in networking, computer science, or a related field or a minimum of 2-3 years of related job experience.

Salary depending on qualifications (\$85,000 - \$95,000), background and experience, plus benefit package including health, dental, vision, and retirement (IPERS).

Complete job description and application form are available at the Auditor's Office, 855 State Street, Garner, Iowa 50438 or on the county website <https://hancockcountya.gov/employment>

Send completed application form, resume, and cover letter to:

Hancock County Auditor
Michelle K. Eisenman
855 State Street
PO Box 70
Garner, IA 50438

Accepting applications until April 26, 2024 at 3:30 p.m. or the position is filled.

Hancock County
Director of Information Technology and Geographic
Information Systems
Job Description

Employee
Title Director of Information Technology and Geographic Information Systems
Department Information Technology and Geographic Information Systems
Reports To Board of Supervisors
Status Fulltime
FLSA Status Exempt
Start Date

Purpose of Position

The purpose of this administrative position is to manage the Information Technology and Geographic Information Systems Department for Hancock County, to develop and maintain the policies and procedures for the county's 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

1. Timely, reliable and consistent physical attendance is an essential function of this position.
2. Manages the IT and GIS operations for the County
3. Observe network operation and monitor networks for alarms and errors.
4. Install or oversee installation of workstations and IT
5. Analyze county workstations and accessory problems and take appropriate corrective action.
6. When malfunctions occur on computer systems or on the network, identify the problem and implement an appropriate course of action including correcting the problem.
7. Document support requests and provide status of those requests.
8. Setup 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.
9. Available after normal business hours for significant network issues.

10. Assist users in a timely manner by responding to questions regarding computer hardware and software.
11. Maintain accurate records of hardware and software inventory and locations.
12. Establish IT Infrastructure, hardware and software replacement schedules for budgetary purposes.
13. Establish and maintain data backup systems.
14. Facilitate and oversee vendor installation and update of software and hardware.
15. Perform and/or monitor timely installation of software updates.
16. Design, install and maintain an internet website for the County.
17. Maintain a working knowledge of current Internet trends and practices relating to County Government.
18. Maintain County E-Mail accounts
19. Establish and maintain user accounts.
20. Order and maintain computer supplies.
21. When required clean computer equipment and peripherals.
22. Prepare and manage an annual budget.
23. Install or oversee installation of wiring for network connections.
24. Oversee and manage maintenance contracts on all courthouse computer equipment including peripherals.
25. Prepare requests for proposals and coordinate bids for IT hardware and software when applicable.
26. Make recommendations on the selection of IT equipment and software.
27. Attend continuing education classes related to computer hardware and software applicable to county use as well as classes relevant to individual offices as necessary.
28. Review County Insurance contracts and agreements to assure compliance with cyber-insurance requirements as applicable.
29. Provide information and training to Departments and agencies regarding common cyberthreats and avoidance methods as requested by Department heads.
30. Attend IT Oversight Committee meetings.

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 to clients and co-workers.

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 laptop, desktop and server operating systems.
 - Have an understanding of computer virtualization.
 - 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. 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 equipment and materials up to 80 pounds. 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.

Reviewed this _____ day of _____, 2024

Employee

Chair, Board of Supervisors

Hancock County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with Hancock County.