

Crawford County Director of Information Technology

Crawford County is seeking a full-time IT Director. The director shall provide hands-on direction and coordination of County's Information Technology Department including technology needs assessment, development and support of in-house or third-party computer applications, and management of County's LAN/WAN network. The ideal candidate will have experience working in virtualization, Windows operating systems, Windows server environment, firewalls and Microsoft SQL and Exchange Server, and experience in voice over IP phone system. Some background in GIS is also preferred. The IT Director must be able to work independently with little or no supervision, be reliable, responsible, and dependable in fulfilling obligations. The computer systems in some departments operate 24 hours per day, 7 days per week, 365-day per year. To provide these services, the Information Technology Director may be required to work night or day shifts as well as weekends and holidays.

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

Salary is dependent on qualifications, background and experience, plus generous benefit package. Successful applicant must be willing to relocate to Crawford County.

Complete job description and application form are available at the Auditor's Office, 1202 Broadway, Denison or tmartens@crawfordcounty.iowa.gov

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

Crawford County Courthouse
Terri Martens, Auditor
1202 Broadway, Suite 5
Denison, IA 51442

Deadline for application is until the position is filled.

Crawford County is an equal opportunity employer.

Crawford County, IA | Job Description
1202 Broadway, Denison, IA 51442 | 712.263.6002

Department: Information Technology

Position Title: Information Technology Director

Applications available at the Auditor's Office in the Crawford County Courthouse
Send application to tmartens@crawfordcounty.iowa.gov

PURPOSE OF POSITION

The purpose of this administrative position is to manage the Information Technology Department for Crawford 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 accepted practices. 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 IT Committee and the Board of Supervisors).

- Monitor computer operations
- Observe network operation and monitor networks for errors.
- Install or oversee installation of terminals, personal computers and printers throughout the networks.
- Analyze personal computer and printer problems and take appropriate corrective action.
- 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.
- Setup personal computer hardware and peripherals: install software on personal computers, respond to trouble calls, analyze problems with software and hardware and take appropriate action to correct problems.
- Be available for trouble calls after business hours.
- Assist users in a timely manner by responding to questions regarding computer hardware and software.
- Maintain records of software inventory.
- Keep accurate records of hardware inventory and locations.
- Perform daily, weekly and monthly backups.
- Perform data entry when required.

- Work with vendors in the installation and updating of software and hardware.
- Perform and or monitor timely installation of software updates.
- Provide assistance to users on software currently in use by county offices.
- Design, install, and maintain an internet website for the County.
- Maintain a working knowledge of current technology trends and practices relating to County Government.
- Manage County E-Mail Accounts.
- Assist County Offices in obtaining information from the Internet.
- Maintain and install user accounts.
- Order and maintain computer supplies.
- When required clean computer equipment and peripherals.
- Prepare and manage a yearly budget.
- Install or oversee installation of wiring for network connections.
- Oversee and manage maintenance contracts on all County computer equipment including peripherals.
- Prepare requests for proposals and coordinate bids for data processing equipment and software when applicable.
- Make recommendations on the selection of data processing equipment and software.
- Attend schools and update classes related to computer hardware and software applicable to county use.
- Attend schools and update classes relevant to individual offices when necessary.

EDUCATION/EXPERIENCE:

- Degree in IT field or 2 years combined education and experience desirable.
- Experience operating, maintaining, and troubleshooting computer hardware and software

ABILITIES:

- Knowledge of routine office procedures

- Ability to use office equipment, including computer, fax, printers, calculator, and copier
- Knowledge of basic computer procedures and principles
- Ability to do basic repairs and cleaning of computers and equipment
- Ability to perform input and retrieval functions on a computer and to efficiently utilize databases, spreadsheets, and word processing systems
- Ability to maintain confidentiality of all departmental communications, documents, correspondence, and computer databases
- Self-motivated, being able to work on one's own, to plan and organize personal work schedule, set priorities, and meet deadlines
- Must be able to travel and attend classes and workshops
- Must be able to pass a background investigation

- Interpersonal: Flexibility in adjusting to changing circumstances, information, employee, and 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 and present information and respond to county officials, employees and the general public. Develop and maintain constructive and cooperative working relationships with the public, government entities and other external sources. Establish and maintain effective working relationships.
- Demonstrated knowledge and ability to understand a variety of computer technologies and concepts.
- Expertise or knowledge of various technologies such as Office 365, Active Directory, DNS, VPN, backup and disaster recovery, databases, network security, and virtualization.
- Ability to troubleshoot a wide variety of problems.
- Basic typing/keyboarding skills.
- Advanced understanding of current Microsoft operating systems.
- Have an aptitude to learn various network technologies and their relationship to proper operations in a network environment.
- Have an aptitude to learn and understand the various roles of components in desktops, workstations, and servers, including hardware, operating systems, and software applications.
- GIS experience.

PHYSICAL REQUIREMENTS:

- Must be physically able to lift and carry office equipment and supplies weighing up to 60 pounds
- Must be able to use basic hand tools, which may include climbing a stepladder or ladder
- Work may be stressful due to deadlines; extended hours on call and after hour call out.
- Must have a valid driver's license and reliable vehicle, as some travel may be required.

SPECIAL REQUIREMENTS:

The computer systems in some departments operate on a 24-hour per day, 7 day per week, 365-day per year basis. In order to provide these services, the Information Technology Director may be required to work night or day shifts as well as weekends and holidays.