

Job Description – Director of Technology Services

Title: Director of Technology Services

Immediate Supervisor: County Judge

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

JOB SUMMARY

Provides day to day supervisory direction of the Technology Services department personnel. The Director is responsible for the formulation and submittal of a yearly budget for the Technology Services department and a strategic 5 year Technology plan for the County. Identifies business processes and practices where technology solutions can be implemented to reduce costs, improve productivity and provide better service to the citizens. The Director shall stay abreast of technology trends and identify areas that are in need of improvement and upgrade. Must possess the ability to communicate both verbally and in writing with members of the Commissioner's Court, subordinates and the public.

QUALIFICATIONS

To direct, manage, supervise and coordinate all activities of the Technology Services Department including hiring technical and professional personnel involved in system analysis, programming and hardware configuration and purchasing of all computer hardware/software operating systems.

TYPICAL DUTIES

1. Directs the county-wide operations and coordination of business systems and technical infrastructure management, management and processing of data, and data telecommunications systems, their automation and request for service
2. Works to develop and maintain appropriate standardization of hardware and software throughout the county
3. Serves as the county's resource for information technology guidance while directing and supervising a highly technical staff in the planning, development, and coordination of the county's IT system
4. Consults with elected officials and department heads to provide county IT needs.
5. Coordinates with all elected officials, county departments and other government and public agencies and organizations to establish and maintain data management that efficiently and effectively meet the county's information technology need.
6. Participates in the research of new software, hardware, and services and the scheduling of product demos by vendors
7. Reviews, approves, purchases, and maintains appropriate computer hardware, software, and data communication equipment acquisitions, and oversees the installation and maintenance of that equipment
8. Define programming standards and methodologies by overseeing and directing detailed system analysis of existing systems and procedures.
9. Implements QA processes to ensure the efficacy of the Software Development Life Cycle
10. Manages computer systems from conception and design to implementation including approving the design of screens, reports and programs; approving the testing and integration new computer applications and systems
11. Manage software vendor relationships.
12. Maintain processes and systems the check for proper use of computer equipment and software
13. Directs, plans and implements department operations and activities.
14. Manages and prioritizes programs, projects and activities.
15. Assigns duties and schedules work based on priority

16. Approves selection of new employees, employee transfer/promotions, and disciplining and discharging of employees
17. Recommends countywide policies and standards for privacy, security and protection of data integrity in technology infrastructure, electronic commerce and technology vendor relationships, and oversees the implementation of adopted policies and standards
18. Develops policies and procedures for the computer department
19. Develops policies and procedures for the use of computer equipment, software, the internet, and related IT usage for Bell County
20. Manage the Security policies and passwords for Bell County including the processes of assigning security codes to users, providing and monitoring vendor access, and maintaining records of all passwords on all IT equipment
21. Manages contracted maintenance, tracks warranties and service agreements and renews or extends when necessary
22. Maintains inventory of IT equipment to ensure acquisition, transfer, insurance information, and proper disposal of assets
23. Process special forms and reports and use of equipment to ready forms for distribution
24. Directs the strategy for eGovernment adoption and Web development
25. Directs the strategy for the adoption of GIS technologies within the County
26. Responsible for insuring the accuracy and approval of invoices
27. Trains or facilitates training for new software applications
28. Maintains confidentiality of information in any form, including verbal communications
29. Informs the county judge and/or commissioners of important activities of this department
30. Provides annual technology budget requests and cost to Commissioners Court
31. Develop procedures for disaster as related to technology and train departments on these procedures
32. Participates in activities and duties related to emergency management during a local state of disaster
33. Additional duties as needed
34. Available on call 24x7 for resolution of any issues for systems under his/her department.
35. Performs yearly reviews of the technology Departments employees.
36. Provide technical expertise and advice to the Commissioner's Court.

WORKING KNOWLEDGE

- A minimum of ten years' experience in the Information Technology field with at least the last five years of supervisory experience of a technology related department.
- Expertise is required in managing medium to large computer network environments.
- A demonstrated knowledge of IBMi, Microsoft Windows XP/7 Deployments, Server 2003/2008, Active Directory, Barracuda Spam Filters, Proxy Servers, DNS, Linux, server virtualization, TCP/IP networking, VPN and Firewalls and enterprise disaster and recovery.
- Experience with VOIP Telephony systems, VCX and various wireless and fiber technologies.
- A strong background in the management of vendor third party COTS systems such as Kronos Time & Attendance System, Oracle JDEdwards, Cartegraph Maintenance etc. is desirable
- Deep understanding of Local County style software requirements for Courts, Clerks, Jails, Probation and other County Departments etc.
- Experience in assessment, evaluation and selection methodologies for both software development platforms and COTS software highly desirable
- Experience in leading the migration from legacy systems to COTS solutions.

SPECIAL SKILLS AND ABILITIES

Must have highest level of honesty and integrity due to access to, and ability to modify or destroy extremely confidential and sensitive data without report or audit trail. Position requires criminal background check.

Must also be capable of working with utmost tact and diplomacy in a stressful environment which involves close interaction with Users, Department Heads and Elected Officials where computer guidance and policies must be carefully articulated to avoid conflict.

Some knowledge of Texas County Government operations and the Texas Criminal/Civil Legal System is preferred.

Recommended Minimum Qualifications

- A GED or High School diploma is required.
- A degree in Computer Science or Information technology or closely related field
- Technical education and/or significant acquired and demonstrated experience in programming, mainframe operations, communications, routers, switches, modems, firewalls, computers, software, operating systems, internet, and computer technology may be in lieu of the education
- Applicant must have valid Texas Driver's License and automobile
- Applicant must have and maintain a good criminal history
- Applicant must have and maintain a good credit history
- Applicant must have and maintain a good driving history

DESIRED MINIMUM QUALIFICATIONS:

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of Elected Officials, Department Heads, employees, and the general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry. Ability to draw and interpret charts and graphs such as pie charts and bar and line graphs.

REASONING ABILITY

Ability to solve practical problems/deal with a variety of concrete variables in situations where only limited standardization exists. Ability to apply common sense understanding to carry out instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

This is a semi-sedentary position. 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. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is frequently required to walk to various areas of the County buildings. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and taste or smell.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee must regularly lift and/or move moderately heavy items (50 pound range) such as personal computers, terminals, or printers.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals. An above average risk of electrical shock exists due to the constant shuffling of electronic devices and dealing with their internals. The noise level in the work environment is above normal, but not to the point of being dangerous.

The employee is occasionally required to drive their personal vehicle to various remote sites within the county.