

Sevier County Job Description



Title: Information Technology Director	Department: County Commission
Grade: 23	FLSA Status: Exempt
Job Code: 110	Effective Date: 01/12 (Last Revised 06/19)

GENERAL PURPOSE

Performs a variety of **administrative and complex technical duties** related to managing, planning, organizing, and coordinating the county information systems and data processing operations at the county administration building.

SUPERVISION RECEIVED

Works under general direction from the Sevier County Commission and general supervision of the County Executive.

SUPERVISION EXERCISED

Provides functional supervision to county end-users regarding technical access and use and operation of county computer systems.

ESSENTIAL FUNCTIONS

General Administration:

- Participates in synergistic decision-making to further the mission of the county departments;
- Manages, monitors, and performs the county computer services operations;
- Makes recommendations for county technologies operating budget;
- Develops and maintains a five-year replacement program for computer systems;
- Acts as management liaison with Tyler/Eagle system consultants;
- Manages all aspects of system IT/IS/DP functions;
- Develops and implements policies and procedures related to computer use, file management, internet access, etc.;
- Develops processes and procedures designed to enhance efficiency and effectiveness of data processing and management;
- Resolves complex issues related to system software, hardware, programming, operations, configurations, etc.;
- Researches industry trends, innovations and technology;
- Manages hardware and software acquisition processes and procedures;
- Orders equipment, applications, support services and supplies.

Database Administration:

- Performs database administration;
- Monitors and measures database usage statistics;
- Recommends changes for non-performing applications;
- Maintains safe keeping of electronic county tax system data;
- Assists to expedite and monitor the yearly tax assessment cycle;
- Participates in the coordination of yearly cycle working with various county offices;
- Runs major programs related to the taxation process, including assessment, personal property, disclosure notices and tax notices;
- Participates in year-end closing programs and procedures;
- Generates custom reports as requested by department heads or managers;
- Manages and maintains database server and related databases in storage.

Hardware/Peripheral Management:

- Oversees daily operation of county computer devices;
- Provides support related to computers, monitors, keyboards, mice, speakers, print servers, copiers, fax machines, folding/sealing machines, time clocks, scanners, servers, wireless access points, switches, firewall, web filter, internet, telephone equipment, etc.;
- Performs a variety of technical hardware modifications, installations or repairs related to PC's, monitors, printers, etc.;
- Sets up TCP/IP protocols, DNS servers, assigns gateways and sets up print sharing services;
- Coordinates with outside vendors and maintenance specialists as needed to assure effective hardware operations and software efficiency;
- Refresh and reboots the system to assure proper operations;
- Ensures effective utilization of physical facilities, hardware and software;
- Determines information systems resource requirements, establishes budgets and evaluates costs vs. benefits, assess feasibility and acquires resources through established processes;
- Reassigns computer hardware by relocation and/or surplus.

System User Support:

- Provides “help desk” services;
- Coordinates with county departments in the development, implementation and testing of information systems and data processing programs;
- Evaluates systems, programs, documentation and human interactions output to assure quality and user satisfaction;
- Serves as the technical support specialist to coordinate county statutory processes related to the production of county tax roll, tax notices, property assessments, etc.;
- Coordinates training for departments on use of information system equipment and programs;
- Assures procedures and programs are properly documented and understandable.

Disaster Recovery:

- Participates in the development and maintenance of systems integrity;
- Develops and maintains backup and recovery procedures to assure system protection;
- Designs and sets up security systems, including passwords, log-ins, and various levels of the same.

Special Projects:

- Creates title company Extract and burns CDs for sale to title companies;
- Creates and sends Sales Ratio data to State of Utah;
- Keeps abreast of Federal and State laws, regulations, court decisions and other actions impacting information technology, Internet use, etc.;
- Acts as county Web Master to help develop, design and maintain county website;
- Updates web content to advertise, promote and educate site visitors as to county programs, current events and services.

MINIMUM QUALIFICATIONS**1. Educations and Experience:**

Graduation from college with a bachelor’s degree in computer science, mathematics, communication technology, electronics, data management or related field and five (5) years of responsible experience performing above and related duties; specific computer system experience and software management is preferred.

*An equivalent combination of education and experience may be considered.

2. Knowledge, Skills, and Abilities:**Considerable knowledge of**

- Interrelationships and functions of various county departments and data bases;
- Data base management;
- County tax processes & procedures;
- System design concepts;
- Computer networking;
- Network devices, setup and installation of computer hardware including, but not limited to personal computers, printers, file servers, scanners, network interfaces, serial/parallel interfaces, etc.;
- Information system management concepts;
- Specialized software applications, i.e., Caselle, PTWin, Tyler/Eagle, Commercial Estimator, Apex, Gmail, Endpoint Protection, MS Word, Excel, Power Point, Open Office, Explorer, etc.;
- Methods and standards for project control;
- Hardware configurations and capabilities;
- Operating system fundamentals;
- Data communication concepts;
- File servers, backups, media, data, security server room environmental requirements;
- Network operations and server maintenance;
- Web languages, i.e., HTML, Java, etc.;
- Principles of organizational design, supervision, and motivation.

Ability to

- Manage complex computer system operations;
- Develop and coordinate effective interdepartmental cooperation related to computer operations;
- Read and understand computer printouts;
- Recognize and solve problems related to hardware and software applications;
- Communicate technical information effectively, verbally and in writing;
- Perform mechanical duties related to installation of PC’s, printers, hardware and related items;
- Develop effective working relationships with supervisors, elected officials, subordinates and fellow employees.

3. **Special Qualifications:**

- Microsoft and industry certifications, i.e., CNE, CNA, CompTIA, etc. are encouraged/recommended.
- Resident of Sevier County.

4. **Work Environment:**

- Tasks require variety of physical activities, periodically involving muscular strain, such as walking, standing, stooping, sitting, reaching and lifting.
- Talking, hearing and seeing are essential to performance of essential duties.
- Muscular strength of arms, hands, back and legs necessary in lifting boxes of print materials, computer components, and relocating terminal cables.
- Duties generally performed indoors under controlled climatic conditions.
- Mental application utilizes memory for details, emotional stability and discriminating thinking.
- Mental application required emotional stability in dealing with time deadlines and stresses of emergency response needs.



Disclaimer: The above statements describe the general nature, level, and type of work performed by the employee(s) assigned to this classification. This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date: _____
(Employee)

I have reviewed this job description with the employee: _____ Date: _____
(Supervisor Signature)