

WAPELLO COUNTY

INFORMATION TECHNOLOGY (IT) DIRECTOR

Job Description Prepared by: IT Interview Committee

Date Prepared: May 23, 2013

Board of Supervisors approval: June 6, 2013

PURPOSE OF POSITION:

The purpose of this administrative position is to manage IT/Data Processing/Phone systems for Wapello County Government and county-owned facilities.

Position Summary:

The Director of Information Technology will provide the necessary leadership, skills and abilities to ensure the implementation of information technology systems within all Wapello County departments. The Director also provides the vision and long term goals that are aligned with the future needs of Wapello County.

The IT Director is expected to understand network relationships of hardware and software types used in Wapello County and adequately maintain those system links and relationships.

JOB OBJECTIVES:

1. The IT Director is a full time employee hired by the Wapello County Board of Supervisors.
2. Works directly with other County Department Heads and elected officials to determine technology needs within their departments and to establish cost feasibility analysis on future projects to ensure Wapello County is spending tax payer dollars on technology in the most efficient manner possible.
3. Will be governed by the "Wapello County Personnel Policies."
4. Network Management: plans, manages and coordinates connectivity to all shared computer data for Wapello County Government. (includes hardware and software)

5. Administrative Services: Responsible for establishing and maintaining the Wapello County Information Technology Department Fiscal Year Budget.
6. Technical Support: manages software and software licenses, plans hardware configurations for Wapello County government and manages online data storage. The **IT Director** will be readily available to aid county staff regarding any computer related questions.
7. Internet: The IT department will be responsible for services related to the World Wide Web, which may include but is not limited to; webpage updates, webpage management, downloads, and monitoring online activities at the request of the Wapello County Board of Supervisors or department heads. The County will provide the IT Department the necessary hardware and/or software to provide these services as they are requested.

JOB FUNCTIONS: (ESSENTIAL DUTIES AND RESPONSIBILITIES)

1. Perform general IT functions such as:
 - a) Back-up and recovery
 - b) Software updates
 - c) Keep accurate records of software licenses
 - d) Keep accurate records of hardware inventory and locations
 - e) Hardware management/repair in a timely fashion
 - f) Organizing hardware and all needed infrastructure
 - g) Trouble-shooting
 - h) Help-desk
 - i) Consolidate and manage county-wide phone system
2. Provide technical support to county staff and all county facilities throughout the county
3. Prepare request for proposals and coordinate bids for data processing equipment and software when applicable
4. Maintain Wapello County web page and other associated files

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5. Provide information on general computer technology training/classes and disseminate to county employees (e.g. Windows operating system, Microsoft Office, etc.).
6. Perform specialized projects as assigned by the Board of Supervisors.
7. Continue education related to software and hardware applicable to county use

JOB STANDARDS:

1. Communicate on telephone and be precise with information received.
2. Drive vehicle (valid Iowa driver's license)
3. Effectively communicate with the public and other county staff in performance of required duties.
4. Accurate English grammar skills.
5. Mathematics skills as used in business.
6. Be capable of comprehending and working with the detail that is required of the courthouse.
7. Lift up to 50 pounds.
8. Crawl under desks or around furniture to maneuver computer equipment.
9. Must be able to use basic hand tools, which may include climbing a stepladder or ladder
10. Must be able to handle stress due to deadlines and extended hours on call, and after hours

CRITICAL SKILLS:

1. Ability to establish and maintain effective working relationship with elected and appointed officials, department heads, employees, contractors, and the general public.
2. Ability to effectively present information and respond to questions from professionals, general public, and other county staff.
3. Ability to function effectively and efficiently with minimal supervision
4. Demonstrate knowledge of Microsoft software packages such as (Office, Windows, Server, Database, and Exchange).
5. Demonstrate knowledge of antivirus software tools
6. Demonstrate knowledge of computer systems (hardware) and troubleshoot as necessary

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7. Demonstrate an ability to learn new and existing software packages and adjust to hardware technological advances
8. Demonstrate knowledge of internet tools for management and oversight

SPECIAL REQUIREMENTS:

The computer systems in some departments operate on a 24 hours per day, 7 days per week, 365 days per year basis. In order to provide these services, the IT Director will need to be available to address emergencies outside of the regular working day which could include nights as well as weekends or holidays. Emergencies shall be defined as problems that must be addressed immediately due to critical deadlines or critical events. Regular working hours are (Mon-Fri 8 a.m. to 4:30 p.m.)

EDUCATION:

A four (4) year college degree in computer science or related field and five (5) years of IT management experience is preferred. Applicable experience may be used in lieu of education.

OFFICE LOCATION:

Wapello County Law Center

330 W. 2nd St.

Ottumwa, Iowa 52501

The above statements are intended to describe the general nature and level of work performed by people assigned to this job classification. They are not intended to be an exhaustive list of all skills, effort, responsibilities and working conditions required of a person assigned to this job classification.