Androscoggin County Government

Job Description

Title: Information Technology

Department: I.T.

Supervised by: County Administrator

FLSA Status: Exempt

Position Summary:

The Director of Information Technology is responsible for the overall operations of the IT Department with Androscoggin County Government and public safety entities that utilize our services. This position provides continuous leadership, administration and planning while demonstrating superior public service delivery.

Services include technology planning, business applications support, network and security administration, desktop support, telephone systems support, and web services coordination.

Work involves significant engagement with County departments and public involvement with local public safety officials, elected officials, other policy makers, and citizens.

Essential Duties and Responsibilities: The essential duties for this position include, but are not limited to the following.

1. Develop and oversee technical projects that align with the County's goals
2. Monitors and authorizes expenditures for the IT department within pre-approved budget parameters.
3. Direct the effective delivery of network services and disaster recovery systems and processes; develops, maintains and tests disaster recovery plans for network
4. Plans, assigns, directs and exercises supervision over the preparation of the department budget, control over expenditures, establishes and enforces department policies, procedures, work performance and safety standards.
5. Works with vendors to ensure that the computer system platform provides sufficient computing resources to deliver the desired level of business performance
6. Monitors and maintains network stability, collects and analyzes network and memory utilization, and installs and tests software upgrades. Manages computer operations scheduling, backup, storage, and retrieval functions
7. Develop and implement plans to mitigate or remedy security issues and data where applicable or necessary to ensure safeguarding of the County's technology assets.

8. Coordinates third-party maintenance for network hardware, software and telecommunications services
9. Prepares and maintains documentation of network configurations, cabling layout and computer wiring
10. Ensures continuous operation support for the County's telecommunication data transfer through telephone and wireless means.
11. Maintains and updates policies and procedures for end users.
12. Promotes a professional, positive, cooperative and team orientated attitude, committed to working in a quality environment and achieving the highest level of customer satisfaction.
13. Develops short- and long-term program goals and objectives; administers timeliness to effectively accomplish goals and objectives on time and within budget. Provide well-defined project plans including procedures, deadlines, and accountability standards
14. Develop and maintain the strategy of the future direction of LAN/WAN. Maintain and provides recommendations for state-of-the-art technology.
15. Provide oversight and direction for the County's e-mail system. Maintain network hardware and software, including servers, peripherals, network nodes, terminals and wiring.
16. Develop configuration and performance standards for network; implements and monitors controls to ensure they are maintained
17. Evaluate business needs in cooperation with departments' objectives, and goals, researching products available and designating procedures to best meet those needs.
18. Maintain awareness of changing trends and regulations that might affect departments and act on as required
19. Provide succinct communication and reporting to various boards, departments and governing bodies with professionalism and courtesy
20. Active member of leadership team and supports development of staff through empowerment management practices
21. Develop plans for implementation of new products, coordinating process with project leaders
22. Performs other duties, as required or assigned.

Recommended Minimum Qualifications:

Education and Experience:

1. High School Graduate
2. Bachelor's degree in Computer Science, related field or equivalent experience is required.
3. Minimum of 5 years of progressively responsible experience in technology field is required.
4. Experience with Budgeting, project management and problem solving required.

IT Director-Exempt

Knowledge, Ability and Skills:

1. Must possess sound working knowledge of IT operations, systems, and development.
2. Solid analytical and problem solving skills are required.
3. Ability to do multiple tasks at the same time.
4. Time management and ability to adapt to situational needs.
5. Excellent attention to detail
6. An analytical mind with good math skills
7. Verbal communication skills, strong customer service, communication and interpersonal skills in required.
8. Additional Knowledge of advanced data and voice systems management, including implementation and management of VLANs, firewalls, routers and a wide array of operating systems including Windows and Linux/Unix.
9. Knowledge of Contemporary computerized information systems technology experience including document storage and retrieval, imaging, computer software and hardware, data, video and voice communications equipment and systems and sources of current information in the field.

Physical Requirements:

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 the essential functions.

1. Constant need to be on feet
2. Bend/stoop/squat/kneel to perform routine maintenance/repairs, pick up tools and needs for equipment.
3. Climb stairs – Some departments are located on floors other than the ground level.
4. Push and pull to move equipment, appliances, open and close doors, etc.
5. Reach above shoulders to perform routine maintenance, repairs, stock, remove parts and equipment.
6. Grasp/grip/turning handle tools and equipment, to perform routine maintenance and repairs.
7. Finger dexterity to handle the tools and equipment.
8. Writing and typing to maintain the inventory maintenance, requisition request, interoffice memos, and required maintenance reports.

Supervision:

Supervision Scope: Performs Varied and responsible functions requiring comprehensive knowledge of department/division operations and the exercise of judgment in responding to inquiries, in dealing with employees, and in performing the functions of the office in accordance with established department policies and standards.

Supervision Received: Works under the County Administrator.

> *External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

Approved by County Administrator: _Clarice Proctor_ Date: _10/6/22_