Gloucester County Job Description

POSITION: **Director of Information Technology**
DEPARTMENT: **Department of Information Technology**
JOB CODE: **A242**
FLSA: **Exempt**

GENERAL STATEMENT OF JOB: Under general direction, leads the County's Information Technology (IT) function, performs complex professional and administrative work in the planning, development, implementation, and maintenance of information and telecommunications systems and related information resources operations. Responsible for IT staff, project implementations, infrastructure, networks, communications, telephone systems, websites, office automation systems, IT hardware and management of the portfolio of software systems and technical solutions across the enterprise. Reports to the Deputy County Administrator.

ESSENTIAL JOB FUNCTIONS:

1. Manages the information technology efforts for the County government including Constitutional offices, and other partners, including consultative services for Gloucester County Public Schools (GCPS); manages the design and improvement of existing technical processes; analyzes new systems to determine feasibility and design efficiency and makes recommendations to the Chief Information Technology Officer/Deputy County Administrator.

2. Serves as a working Director, who provides hands-on technical expertise and operational support in addition to supervisory duties. The Director promotes staff collaboration and strategic direction in solving complex problems; working with the Deputy County Administrator and department heads on IT systems and their functional capabilities; directs and supervises a centralized program of IT resources and infrastructure focused on meeting the needs of its users while maintaining system/data security and integrity; proactively assists County offices in determining, defining and fulfilling data processing and security, records management, communications, and IT project management needs.

3. Evaluates present hardware, software, system/data security, and associated policies, procedures, and practices in data processing, records management, telecommunications, and other applicable areas and initiates or recommends changes.

4. Develops policies and procedures for the information resource's function, including communications, records, work processes, as well as preventive, predictive, and reactive maintenance and repair and service activities. Designs, coordinates, and evaluates training needs related to hardware/software systems, data processing and system security, and records management.

5. Manages large systems procurement in data processing and security, records management, telecommunications, and other applicable areas from needs assessment through scope development, RFI/RFP preparation, systems evaluation, selection processes and implementation. Incorporates system and data security priorities into all facets of the department's (and the organization's) operating culture and practice.

6. Plans, oversees, coordinates, and directs the work of staff, including professional, technical and support employees; ensures employees receive orientation and proper training for assigned position; assists and advises employees as necessary, resolving problems as non-routine situations arise; and supervises personnel matters (selection of new hires, employee evaluations, disciplinary actions, scheduling, etc.).

7. Develops and administers short- and long-range plans; manages operating and capital budgets, including identifying when items should be included in the capital budget requests and overseeing the implementation and management of approved capital projects.

8. Serves as County liaison for local and state information technology planning, including consultations for organizations; consults and develops plans with GCPS, the Gloucester County Sheriff's Office, and adjacent local governments on issues of mutual interest in information technology; maintains an active role in community issues related to local government application of information technology.

9. Manages projects and receives/directs response to emergency calls for County LAN, WAN, and enhanced 911 systems; performs public relations and information work related to a variety of projects.

10. Attends public hearings, budget meetings or Board meetings, as required.

11. Performs other duties as assigned.

EMPLOYEE UTILIZATION IN ADVERSE WEATHER AND EMERGENCY CONDITIONS

All Gloucester County employees are subject to being assigned to specific positions and tasks during a "Declared Emergency" as support personnel, by the County Administrator, the Emergency Management Director, or the Emergency Operations Plan (EOP). Once assigned, this would be the same as a regular work assignment and all policies and procedures for duty assignments apply. (Please see Gloucester County Administrative Policy 101.1 - Employee Utilization in Adverse Weather and Emergency Conditions.)

JOB LOCATION AND CONDITIONS:

Duties are performed primarily in an office environment. Equipment used is standard office equipment to include personal computer, telephone, copier, fax, printers, and shredder, as well as advanced computing equipment such as servers, routers, switches, power management devices, etc.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of principles of leadership in effective organizational management, as a department head, project owner, team leader/mentor, and as a team player/advisor. This includes setting and meeting quality standards for services, and evaluation of internal and external customer satisfaction.

Thorough knowledge of IT infrastructure components and their operations to include data center systems, networking, systems security, cyber security, systems integrity and reliability as well as protocols for maintaining and enhancing the same.

Thorough knowledge of data center and networking design and function.

Thorough knowledge of enterprise resource systems and applications integration.

Thorough knowledge of project management principles, including the establishment of success criteria, project manager roles/responsibilities, stakeholder engagement, plan of action development and implementation, timeline/milestone management, project monitoring/administration and outcome assurance.

Broad knowledge of the information technology industry, information technology trends and the costs and benefits of different technologies.

Broad knowledge of governmental organization, accounting, budget development, administration and operation theory and practice and the philosophy and culture of local government.

Ability to delegate effectively to achieve results through others, while maintaining strong working relationships with a diverse group of users and customers, including County officials, employees, and the public.

Ability to clearly convey complex IT concepts, management principles, and strategic objectives verbally in public meetings, or in written materials to elected officials and/or citizens.

Ability to actively work alongside staff while planning, managing, and evaluating long-term projects, and to perform effectively under varied levels of stress when engaging with others.

Ability to instruct others in the effective use of networks, various software systems and related equipment; ability to establish and maintain effective working relationships with users and vendors; make recommendations and decisions in accordance with established policies.

EDUCATION AND EXPERIENCE:

Possession of a Bachelor's degree in Computer Science, Management Information Systems, or related field of study.

Ten (10) or more years of progressively responsible experience in information technology, five (5) years of which must have been in a management capacity.

Any equivalent combination of training, education, and experience which provides the required skills, knowledge, and abilities.

Experience with Microsoft SQL Server Reporting Services (SSRS) is preferred.

NECESSARY SPECIAL QUALIFICATIONS:

Possession of a valid driver's license; possess and maintain a driving record that meets established Gloucester County Driving Standards.

PHYSICAL REQUIREMENTS:

C= Continuous – over 6 hours a day F= Frequent – between 3 and 6 hours a day	O= Occasional – less than 3 hours a day I= Intermittent–several times a week/month	P= Periodic – several times a year N/A= Not applicable to position

LIFT/CARRY	C	F	O	I	P	N/A
1 to 10 lbs.	☐	☐	☒	☐	☐	☐
11 to 20 lbs.	☐	☐	☐	☒	☐	☐
21 to 50 lbs.	☐	☐	☐	☐	☒	☐
51 to 75 lbs.	☐	☐	☐	☐	☐	☒
76 to 100 lbs.	☐	☐	☐	☐	☐	☒

EQUIPMENT USAGE & OPERATION	C	F	O	I	P	N/A
Standard Office Equip.	☒	☐	☐	☐	☐	☐
Motor Vehicle	☐	☐	☐	☒	☐	☐
Vehicle requiring CDL	☐	☐	☐	☐	☐	☒
Other (explain)	☐	☐	☐	☐	☐	☒

PUSH/PULL	C	F	O	I	P	N/A
1 to 10 lbs.	☐	☐	☒	☐	☐	☐
11 to 20 lbs.	☐	☐	☐	☒	☐	☐
21 to 50 lbs.	☐	☐	☐	☐	☒	☐
51 to 75 lbs.	☐	☐	☐	☐	☐	☒
76 to 100 lbs.	☐	☐	☐	☐	☐	☒

WORK WITH/NEAR	C	F	O	I	P	N/A
Machinery	☐	☐	☐	☐	☐	☒
Electricity	☐	☐	☐	☐	☐	☒
Power Tools	☐	☐	☐	☐	☐	☒
Chemicals	☐	☐	☐	☐	☐	☒
Fumes	☐	☐	☐	☐	☐	☒
Heights	☐	☐	☐	☐	☐	☒

MOVEMENT	C	F	O	I	P	N/A
Carrying	☐	☒	☐	☐	☐	☐
Bend/Stoop/Twist	☐	☐	☒	☐	☐	☐
Kneel/Crawl	☐	☐	☐	☐	☐	☒
Reach Above Shoulders	☐	☐	☒	☐	☐	☐
Reach Below Shoulders	☐	☐	☒	☐	☐	☐
Grasp/Squeeze	☒	☐	☐	☐	☐	☐
Climb Stairs/Ladder	☐	☐	☐	☐	☐	☒
Uneven Walking Surface	☐	☐	☐	☒	☐	☐
Even Walking Surface	☐	☐	☒	☐	☐	☐

ENVIRONMENT	C	F	O	I	P	N/A
Indoors	☒	☐	☐	☐	☐	☐
Outdoors	☐	☐	☐	☐	☐	☒
Extreme Heat	☐	☐	☐	☐	☐	☒
Extreme Cold	☐	☐	☐	☐	☐	☒
Dusty	☐	☐	☐	☐	☐	☒
Excessive Noise	☐	☐	☐	☐	☐	☒
Other (explain)	☐	☐	☐	☐	☐	☒

ENDURANCE	C	F	O	I	P	N/A
Stationary Position (stand or sit)	☒	☐	☐	☐	☐	☐
Move, Traverse (walk)	☐	☐	☒	☐	☐	☐
Operate, Activate, Use, Prepare, Inspect, Place, Detect, Position (use of hands/fingers)	☒	☐	☐	☐	☐	☐

VISION REQUIREMENTS (Check all that apply)	
Depth Perception	☒
Color Vision	☒
Peripheral Vision	☐
Uncorrected/Corrected vision 20/40 or better in one or both eyes; 100 degrees, or better, horizontal vision in one or both eyes	☒