



## CLASS SPECIFICATION

Class Code: 0283  
Date Est: 09/1981  
Last Rev: 02/2016  
Last Title Chg:  
FLSA: Exempt  
Probation: 12 Months

### IT MANAGER

- A) Enterprise Infrastructure
- B) Business Systems & Integrations
- C) Regional Services
- D) Customer & Enterprise Solutions

### DEFINITION

Under the direction of the Chief Information Officer, plans, implements, and manages the activities and functions of one or more Technology Services (TS) Divisions. These Divisions are responsible for the design, construction, implementation, and support of technology systems and communication networks, the installation and maintenance of computer equipment, the management of data, the monitoring of projects and performing related work as required.

### EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in Computer Information Systems or a closely related field and six years of full time experience, including 2 years of supervisory experience; PLUS  
(Option A) Procuring and installing computer systems, security, voice and data networks; OR  
(Option B) planning, developing, implementing, integrating, and supporting application systems; OR  
(Option C) managing Land Mobile Radio systems, radio services, e911 Dispatch, and GIS; OR  
(Option D) helpdesk operations, repairing desktop computing devices and mobile devices, and records and imaging services  
OR an equivalent combination of education and experience.

### LICENSE OR CERTIFICATE

NA

### SUPERVISION EXERCISED

Exercises direct supervision over assigned staff and consultants.

**EXAMPLES OF DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

#### **All Options:**

Manage the work of project team(s) by establishing work objectives and procedures, assigning work, establishing work priorities, monitoring completion and implementation of projects, evaluating effectiveness and providing direction as required to ensure satisfaction of system users.

Plan, coordinate, and supervise the work of staff to ensure quality of service to County departments, uniform application of policies, timely completion of assignments, and compliance with State statutes and County policy.

Participate in the development of long-range technology planning and coordinate with staff to ensure the accomplishment of departmental goals and objectives.

Prepare reports on the status of projects, activities, and functions, including the review, update, and modification of the current year work plan.

Prepare cost benefit and feasibility studies to evaluate proposed new system applications and hardware acquisitions.

Perform budget preparation, budget presentations, and expenditure control.

Prepare Staff Reports and present to committees and the Board of County Commissioners.

Analyze staff workload ensuring effective resource management and planning for future projects.

Assemble information regarding proposed technology strategies and technology plans for presentation to departmental representatives and committees; coordinate plans with appropriate staff and other County departments.

Negotiate and manage technology contracts to ensure satisfaction with the quality of service provided.

Establish support contracts for external resources as needed and monitor vendor performance to contracted service levels.

Assist in the development of technology policies, standards, and guidelines in collaboration with the Technology Services executive team.

Prepare RFPs, bid proposals, contracts, scope of work reports, and other documentation for infrastructure projects and associated efforts.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.

**Option A:**

Perform duties listed under “All Options” with emphasis on enterprise infrastructure.

Manage and set priorities for the design, maintenance, development and evaluation of all network systems including LAN’s, WAN’s, Internet/Intranet, and wireless implementations.

Define hardware and software standards in conjunction with owners and stakeholders.

Monitor server and network performance statistics and provide reports to management and committees. Develop strategies for maintaining the County’s computing infrastructure.

Manage technology security planning to achieve by prioritizing defense initiatives and coordinating the evaluation, deployment, and management of current and future security technologies.

Develop Disaster Recovery Plans to restore County systems and networks following business interruption.

Design, plan, implement, and support telephony services for all county facilities.

**Option B:**

Perform duties listed under “All Options” with emphasis on business solutions and integrations.

Review and analyze existing application effectiveness and efficiency, and then develop strategies for improving or leveraging these systems.

Ensure that development projects meet business requirements and goals, fulfill end-user requirements, and identify and resolve systems issues.

Manage the development and deployment of new applications, systems software, and/or enhancements to existing applications throughout the enterprise.

Research and make recommendations on software products and services in support of procurement and development efforts.

Design, develop, and install enhancements and upgrades to systems and application software.

Provide ongoing administrative support to customs for existing software application installations.

**Option C:**

Perform duties listed under “All Options” with emphasis on GIS and Radio technologies.

Participate in design of new GIS analysis methodologies, applications, and strategies.

Coordinate and administer the acquisition of satellite imagery; conduct analysis of digital imagery.

Conduct research on GIS-related hardware and software in support of procurement and system development efforts.

Provide GIS guidance and support to the enterprise; act as single point of contact for GIS-related issues.

Oversee regional communications systems support for an 800 MHz radio system. Facilitate 800 MHz public meeting agendas in collaboration with the Committee Chairpersons and manage the budget and expenditures at the recommendation of the Committees.

Oversee technical support for the e911 Dispatch system and coordinate the agendas, prepare budgets and Staff Reports for the e911 Emergency Response Advisory Committee.

Manage Radio Services and ensure service levels are in alignment with the expectations of management and stakeholders.

**Option D:**

Perform duties listed under “All Options” with emphasis on customer and enterprise solutions.

Establish and enforce Help Desk service level agreements in consultation with end users to establish problem resolution expectations and timeframes.

Analyze performance of Help Desk activities and documented resolutions, identify problem areas, and devise and deliver solutions to enhance quality of service and to prevent future problems.

Conduct research on emerging products, services, protocols, and standards in support of help desk technology procurement and development efforts.

Liaise with vendors for the procurement of new systems technologies, oversee installation, and resolve adaptation issues.

Design and enforce request handling and escalation policies and procedures.

Create and implement strategies for records storage, security, longevity, and ongoing preservation.

Formulate and execute plans for records retention and disposal, including business documents, financial statements, and any other collateral classified as a record of business transaction.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

**Knowledge of:**

**All options:**

County and Department strategic plans, goals, and objectives.

County and Department policies and procedures.

County budgeting procedures.

Functions and application of County computer hardware and software.

**Option A:**

Knowledge listed under “All Options” with emphasis on enterprise infrastructure.

County requirements for system and network capabilities and performance.

County Disaster Recovery and Continuity Operations planning.

County physical security and video surveillance requirements.

**Option B:**

Knowledge listed under “All Options” with emphasis on business solutions and integrations.

Strategies for improving or leveraging County business and operational applications.

Application performance requirements and service level objectives.

Interfaces between County applications.

**Option C:**

Knowledge listed under “All Options” with emphasis on GIS and Radio technologies.

GIS Technology used for County operations and data requirements.

Public safety radio requirements and capabilities in use by the County.

**Option D:**

Knowledge listed under “All Options” with emphasis on customer and enterprise solutions.

Office technology in use throughout the County.

**Ability to:**

**All Options:**

Communicate with committees and other departments and agencies.

Set Division goals and expectations.

Establish service levels for systems and services.

Manage an operational budget and create capital improvement requests.

Develop cross-training plans for succession planning.

**Option A:**

Abilities listed under “All Options” with emphasis on enterprise infrastructure.

Lead simulated disaster recovery tests and update planning documentation.

**Option B:**

Abilities listed under “All Options” with emphasis on business solutions and integrations.

Plan for existing application replacement, upgrade, and integration.

**Option C:**

Abilities listed under “All Options” with emphasis on GIS and Radio technologies.

Coordinate GIS mapping updates and changes.

**Option D:**

Abilities listed under “All Options” with emphasis on customer and enterprise solutions.

Plan and execute large technology refresh solutions.

**Entry Level** *(Applicants will be required to demonstrate these through written, oral, performance or other evaluation procedures.)*

**Knowledge of:**

**All Options:**

Principles and practices of systems management.

Current industry standards and product availability in hardware and software.

Principles and practices of general management, supervision, work organization, and training.

**Option A:**

Knowledge listed under “All Options” with emphasis on enterprise infrastructure.

Systems engineering and administration.

Voice and data network principles and operations.

**Option B:**

Knowledge listed under “All Options” with emphasis on business solutions and integrations.

Application development best practices and portfolio management.

**Option C:**

Knowledge listed under “All Options” with emphasis on GIS and Radio technologies.

GIS best practices for database administration, research, integration, and development.

**Option D:**

Knowledge listed under “All Options” with emphasis on customer and enterprise solutions.

Mobile device management practices.

Helpdesk management and PC and peripheral service support.

**Ability to:**

**All Options:**

Manage the functions of an assigned TS Division and project teams.

Prepare reports on projects, activities, and functions.

Prepare cost benefit and feasibility studies.

Perform budget preparation and expenditure control.

Prepare Staff Reports.

Negotiate and manage technology contracts.

Assist in the development of technology policies, standards, and guidelines.

Prepare RFPs, bid proposals, contracts, scope of work reports.

Supervise, train, and evaluate the work of assigned staff.

Evaluate options, develop alternatives, and justify recommendations.

Maintain awareness of current technology, trends and practices of the trade.

Develop and make effective presentations using visual aids and other communication tools.

Communicate effectively, both orally and in writing.

Maintain effective working relationships with staff, representatives of other departments and agencies.

**Option A:**

Abilities listed under “All Options” with emphasis on enterprise infrastructure.

Apply Data Center Management principles.

Implement best practices for physical security solutions.

Plan and manage voice and data networks.

Define hardware and software standards.

Develop strategies for networks and computer systems.

Develop Disaster Recovery Plans and Continuing Operations Plans.

Implement network security measures to protect users and data from external sources

**Option B:**

Abilities listed under “All Options” with emphasis on business solutions and integrations.

Manage the development and deployment of new applications, systems software, and/or enhancements.

Provide ongoing administrative support for existing software application installations.

Manage complex projects that include the analysis, design, development, and implementation of technology systems.

Manage data mapping and conversion activities.

**Option C:**

Abilities listed under “All Options” with emphasis on GIS and Radio technologies.

Participate in design of new GIS analysis methodologies, applications, and strategies.

Coordinate and administer the acquisition of satellite imagery; conduct analysis of digital imagery.

Provide GIS guidance and support to the enterprise.

Oversee regional communications systems support for the Land Mobile Radio system.

**Option D:**

Abilities listed under “All Options” with emphasis on customer and enterprise solutions.

Establish, analyze, and maintain Help Desk service level agreements.

Design and enforce request handling and escalation policies and procedures.

Create and implement strategies for records storage, security, longevity, and ongoing preservation.

**SPECIAL REQUIREMENTS**

*Essential duties require the following physical abilities and work environment:*

Ability to work in standard office environment, utilize standard office equipment including PC's, phones, and multi-function devices. Ability to attend evening meetings and work occasional evenings and weekends. Ability to work in an environment with controlled temperatures.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*