

JOB DESCRIPTION
Essex County, VA

Job Title	Director of Technology
Department	Technology Department (IT Department)
Category	Full Time
FSLA	Exempt
Pay Grade	
Report to:	County Administrator or Deputy County Administrator
Supervises:	GIS Coordinator and IT Coordinator

JOB SUMMARY/PURPOSE

This position performs responsible management, technical and administrative work in overseeing and managing the County's computers, information technology and data resources and systems. The position performs responsible work in planning, coordinating, implementing and supervising the management of the County's information systems operations. The position oversees the County's Website, the purchase of standard hardware and software and manages the integration of financial systems and specialized programs for each department. The Director of Technology is responsible to plan, organize, implement and supervise a comprehensive information systems and programs and is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

ESSENTIAL JOB FUNCTIONS

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Works with all departments to determine information system, and email requirements, and plans how those requirements will be met, plans for future needs and estimates costs and requirements;
- Provides information technology services, including network administration, webpage administration, systems administration and end user support for the County's offices;
- Administrates the network infrastructure, security, and compliance of various hardware/software, updates the systems and hardware and software as needed;
- Maintains an accurate hardware/software licensing inventory;
- Installs technological hardware (routers, servers, workstations, printers and other various hardware);
- Assists the EMS Captain with maintaining the county's VOIP system;
- Provides support and technical issue resolution for all County hardware and software – oversees the help desk type of activities;
- Revises and ensures security of all data and systems including tested procedures for backup, recovery, and security;
- Provides ongoing staff training on the use of County hardware, software, and the use of the website;
- Monitors system performance and determines when and how systems need tuning to improve performance;
- Assures timely updates and resolves technical issues regarding the operation of the County web site;

- Develops Department policies and procedures and assigns, trains and supervises staff, Consults with County Administrator on such personnel actions as hiring, termination, and discipline and obtains final approval for such personnel actions;
- Prepares and administers operating budgets for department; presents budget to County Administrator and Board of Supervisors;
- Submits oral and written reports to County officials and state agencies as required;
- Ensures that all work is conducted in a safe manner and all work safety practices are followed;
- Performs similar or related work as required, directed or as situation dictates;
- Assists other department staff as needed to promote a team effort to serve the public;
- Continues training; keeps current with trends in information systems for County Government services;
- Consistent on-site and on-time attendance is essential for this position based on assigned schedule.

MINIMUM REQUIREMENTS TO PERFORM WORK

Education and Experience:

- Bachelor's degree with course work concentration in computer science or a closely related field supplemented with over five (5) years of progressively responsible experience in information technology/support or any equivalent combination of education, training and experience that provides the requisite knowledge, skills and abilities for this job.

Licenses or Certificates:

- Valid Driver's License
- Certifications in various Microsoft software, Wide Area Networks, Local Area Networks, web development preferred

Knowledge, Skills and Abilities:

- Knowledge of computer systems design and database application/management;
- Knowledge and understanding of the principles of establishing a secure email system;
- Knowledge of electronic form creation and of the related software needed;
- Knowledge of the proper formatting and layout needed for correspondence, reports, charts, graphics, and other similar items necessary for a professionally modeled website;
- Knowledge of HTML, creation of documents and web pages;
- Knowledge of worldwide web practices and procedures such as e-mail, and FTP, and a working familiarity of the graphic design process;
- Knowledge of graphic design/paint program software (e.g., Photoshop) to be used with the Internet including, but not limited to, gif and jpg files;
- Some knowledge of voice systems software, with skills to implement changes in voice communications equipment, programs, and systems
- Ability to communicate effectively and tactfully with application personnel and end users;
- Ability to use analytical techniques in a dynamic environment while performing in an efficient and effective manner;
- Ability to assimilate large quantities of data and assemble to a common system;

- Knowledge and ability related to principles and practices of effective supervision;
- Ability to maintain and protect confidential information;
- Ability to communicate effectively, both orally and in writing;
- Knowledge of budgeting and purchasing procedures and skills in administering such procedures;
- Ability to work independently to plan and manage work efficiently and effectively;
- Ability to train County staff in the use of computer systems;
- Ability to multi-task;
- Ability to communicate effectively using solid reading, writing, listening and speaking skills. Ability to produce documents that accurately convey information
- Ability to establish and maintain effective working relationships with county staff, vendors, and state agencies;
- Ability to set priorities, organize work, and complete tasks efficiently and accurately;
- Ability to work under pressure and adapt to rapidly changing circumstances and stressful situations;
- Ability to make sound judgments and decisions based on established state and local policies and procedures;
- Ability to create technical reports using basic math, budget and statistical skills;
- Ability to use Windows-based software (e.g. Word, Excel, Power Point, web software, etc.).

Physical and Mental Requirements:

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions-when driving		X		
Work in high, precarious places		X		
Work with toxic or caustic chemicals	X			
Work with Dust or airborne particles		X		
Work near moving mechanical parts	X			
Risk of electrical shock			X	
Vibration	X			
Equipment Used – Computers, office equipment, printers, phone, wiring and cables for computer set up, small hand tools				X

Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing			X	
Walking		X		
Sitting			X	
Talking & Hearing			X	
Using hands/fingers to handle/feel				X
Climbing stairs, occasional ladder		X		
Stooping, kneeling, crouching, crawling		X		
Reaching with hands and arms				X
Tasting or smelling	X			
Bending, pulling, pushing library cart		X		
Other-Driving		X		

Other-moving and connecting computers		X		
---------------------------------------	--	---	--	--

Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds			X	
Up to 50 pounds		X		
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)		X		
Moderate noise (computer, light traffic)			X	
Loud Noise (heavy equipment/traffic)	X			
Very Loud (jack hammer work)	X			

Vision requirements

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three-dimensional vision, ability to judge distances and spatial relationships)

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change).