

Information Services Director



Position Description

Status

Full-Time, exempt

Compensation

D61

Bargaining Unit

Non-bargaining

Reports to

Deputy County Administrator of Operations

Supervises

Information Technology Manager, Technical Services, GIS

Position Category

Director

Summary

This position provides technical and administrative leadership for Allegan County's technology information system. Organizes day to day operations as well as long term planning for all technical solutions. Supervises staff and assists in planning and development for major projects in the department, including working with outside contractors. Compiles project updates, budget reports, and other documents and analysis as assigned by the Executive Director of Operations.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position has direct supervisory responsibilities and serves as a coach and mentor for other positions in the department.

1. Plans and executes overall service area goals and objectives. Establishes and monitors key performance indicators with the goal of continuous improvement and streamlining the service area. Executes the service area plan, overseeing staff training in safety and skill development. Schedules and assigns work activities, reviews and evaluates staff performance and oversees execution of the service area budget. Identifies technology needs and develops plans to prioritize and fund the projects. Participates in long-range planning, acquisition, disposal and management to accommodate the County's technology needs.
2. Oversees function areas and staff responsible for project management, GIS, records management and technical systems. Develops, reviews and updates departmental policies and procedures to ensure service delivery related to the functional areas is carried out efficiently and continuously.
3. Promotes, implements and supports the appropriate technologies within every Allegan County Government process by providing technology-based leadership and service. Develops, implements, supports and maintains all technologies.

4. Assists the Deputy County Administrator of Operations in developing the annual budget for various financial activities including operating revenue and expenses along with capital expenses. Reviews and enters vouchers; Assists with monitoring and managing expenses and revenue.
5. Develops capital improvement projects, prepares scoping documents and assists with developing requests for proposals, evaluate proposals and awards contracts. Reviews and/or creates plans and blueprints to develop materials requirements and cost estimates of proposed and approved projects. Develops specifications, analyzes bids, recommends contract awarding, and negotiates contracts for services, materials and supplies. Directs and manages the activities of contractors.
6. Oversees the continuity, safety and security of County technology system.
7. Develops, recommends and enforces management policies and procedures regarding use of County's technology system.

Competencies

Competencies are listed below.

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Organizational Values
- Goal/Results Oriented
- Communication
- Attention to Detail
- Adaptability
- IT Application
- Leadership & Influence
- Management
- Planning & Organizing
- Decision Making & Judgement
- Analysis & Problem Solving

Supervisory Responsibility

This position manages all employees of the Technical Support team and is responsible for the performance management of the employees within that department.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.

Physical Demands

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.

While performing the duties of this job, the employee is regularly required to express oneself and exchange information both verbally and in writing. The employee is frequently required to move about the office environment; operate a computer and other office machinery; and move or transport files or

other items to meetings and other office spaces. This is largely a sedentary role; however, some filing is required. The ability to open filing cabinets and bend or stand on a stool as necessary is required.

Travel

Travel is required to access County buildings and employees.

Required Education and Experience

1. Bachelor's degree in information technology
2. Five (5) years of information technology experience
3. Five (5) years of budget preparation experience
4. Five (5) years of experience in leading and managing teams
5. Experience with project planning, development and contract execution
6. Knowledge of technology-based infrastructure solutions, including but not limited to client server systems, cloud computing, networking, telephony, information security, application development, and Internet solutions.
7. Knowledge of geographical information systems and solutions
8. Knowledge of records management.

Other Duties

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signature

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____