

JOB DESCRIPTION
MARSHALL COUNTY, ALABAMA

INFORMATION TECHNOLOGY MANAGER

JOB GRADE: 20

JOB CODE: 960

Department: Information Technology
Reports To: Commission Chairman
Date: August 2015
FLSA: Exempt
DOT Ref: 169.167-030, 030.167-010, 030.167-014

JOB DESCRIPTION

Direct and coordinate development, installation, and user training for computer and telecommunications systems of the county. Consult with management to define and prioritize new projects, discuss system capacity, and equipment acquisition. Establish work standards, assign and schedule work, review work of subordinates. Perform database design, program design, coding and other programming tasks and assigns projects to subordinates. Define and corrects operational difficulties encountered in executing programs or processes. Review reports of computer and peripheral equipment production, malfunction, and maintenance to ascertain costs and plan operating changes.

ESSENTIAL JOB FUNCTIONS

- A. Work with department heads and elected officials to maintain, modify, improve, and support computer applications and telecommunications services:
1. Work with departments to determine user needs, analyze requirements, and design systems to meet needs.
 2. Define resource, database, and programming requirements based on needs.
 3. Plan layout and installation of new systems or modification to existing systems.
 4. Provide advice and consultation to departments on the implementation of system applications.
 5. Assist in the preparation of cost estimates of computer system changes.
 6. Establish security systems for system, including data integrity, and database management.
 7. Document procedures for implementing and using computer applications and programs.
 8. Communicate with users to promote smooth implementation of any new or modified programs.
 9. Train users in new software computer applications.
- B. Perform system programming, up-grading, training and other related tasks:
1. Write new and modifies existing programs.
 2. Assist personal computer users with file system arrangements and setups.
 3. Assist users with hardware problems such as resetting printers and correcting operating system errors.
 4. Install upgrades and patches on personal computer operating systems.
 5. Maintain connection from the personal computers to AS/400.
 6. Test and debugs programs.
 7. Perform or oversee regular maintenance operations in order to minimize down time of computer systems.
- C. Provide administrative and technical direction to the operation of the department:
1. Conduct needs analysis for IT and Telecommunications technology and services.
 2. Plan projects to meet the needs of departments.
 3. Meet with managers to define priorities of upgrades and projects, and regarding IT and Telecommunications services needed.
 4. Assign projects to staff to implement.

ESSENTIAL JOB FUNCTIONS (Continued)

5. Review work of subordinates.
6. Analyze system requirements in order to recommend reorganization of program alignment within departments.
7. Write/Review bid specifications for computer hardware and software.
8. Read professional publications and attend meetings in order to stay abreast of new developments in the field.
9. Prepare and maintain departmental budget.

D. Supervise assigned staff:

1. Conduct pre-employment interviews and make hiring recommendations.
2. Interpret and apply personnel policies, departmental policies, and other relevant policies and procedures.
3. Review time and leave reports for assigned staff.
4. Oversee and participate in staff training and development.
5. Prepare and review performance appraisal and discuss with subordinates.
6. Counsel employees regarding job performance and document in accordance with established procedures.
7. Recommend disciplinary action as needed.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the principles of Information Technology and Telecommunication Technology.
- Knowledge of the principles of budgeting and budget management.
- Knowledge of the principles of management and supervision.
- Knowledge of computer hardware and software availability and capability.
- Knowledge of modern systems analysis principles and techniques.
- Ability to analyze problems with the computer and telecommunications systems and develop efficient and effective solutions.
- Ability to monitor computer system performance and achieve effectiveness and efficiency of operation.
- Ability to establish effective working relationships with other employees, vendors, elected officials, and the general public.
- Ability to organize and present technical information so that it is understandable to others.
- Ability to communicate orally and in writing.
- Ability to design computer systems, and data bases.
- Ability to write accurate and efficient computer programs.
- Ability to assign and review the work of subordinate staff.

MINIMUM QUALIFICATIONS

- Bachelor's degree in computer science plus a total of three (3) years of programming experience or an equivalent combination of education and experience.
- Supervisory experience preferred.

This job description indicates in general the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the ADA) expected of an incumbent. It is not designed to cover or contain a comprehensive listing of activities duties or responsibilities required of an incumbent. An incumbent may be asked to perform other duties as required. This job description reflects management's assignment of essential functions and position responsibilities. Nothing in this job description restricts management's rights to assign or reassign duties and responsibilities to this job at any time. Incumbent must be able to perform the essential functions of this position with or without reasonable accommodation.