

DEPARTMENT: **INFORMATION TECHNOLOGY**
CLASSIFICATION: **NON-COMPETITIVE** **FLSA Status:** Exempt/Executive 1/4/2010
APPROVED: **FEBRUARY 18, 2025**

DIRECTOR OF INFORMATION TECHNOLOGY

DISTINGUISHING FEATURES OF THE CLASS: This is a department head position that not only requires a high-degree of technical knowledge but also requires the incumbent to demonstrate high-level leadership, communication, and interpersonal skills, and possess high-quality managerial and strategic ability. The work involves directing and coordinating the overall activities of the County Information Technology (IT) Department including county-wide IT policies, infrastructure, network, applications, information and system security, disaster recovery, system analysis, and video surveillance system. The role includes protecting an organization's information systems, computer systems, networks, telecommunications, and databases from cyber threats, unauthorized access, and security breaches. General direction is received from the County Manager with wide leeway permitted for the exercise of independent judgment in carrying out the duties of the position in accordance with established policies and procedures. Direct supervision is exercised over IT professionals and support staff. All work must be performed in a secure and confidential manner. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Establishes policies, procedures, and processes for the development of requirements for computer and communications systems including stakeholder participation, requirements documentation, budget development and approval, oversight of procurement processes, assurance of sound implementation plans;
2. Directs department operations and computer networks engaged in processing, analyzing, and storing a variety of administrative, financial, and statistical data;
3. Monitors system security for all operations, infrastructure and maintain all security tools and technology;
4. Manages, directs, and provides assistance to technical employees engaged in the operations of computers, communications equipment, networks, and related peripheral equipment;
5. Establishes production procedures, priorities, and controls to insure adequate volume and accuracy in operations;
6. Analyzes the flow of information between various computing servers and various units participating in the information processing system and designs computing and communication resources, procedures, and programs accordingly;
7. Directs the implementation of new applications, operating systems, networks, and hardware;
8. Plans, designs, develops and implements systems working closely with department heads or their designees;
9. Ensures that all systems are operating at required performance levels including applications of software, systems software, hardware, and modifications suited to users' needs;
10. Confers with County Manager, Legislature, Management Steering Committee, and operating department personnel to ascertain the nature of projects to be brought on line, evaluate progress of projects, make recommendations, set priorities, and to resolve difficulties with existing applications;
11. Determines whether needs can be satisfied with internal resources and, if not, recommends and assists in the development of contracts with external entities;
12. Confers with software vendors of packaged applications regarding problems and revisions to the software;
13. Reviews the work of department staff to determine adherence to department policies and the needs of those serviced;
14. Prepares reports on results of surveys and analyses and makes recommendations as to application to information technology equipment;
15. Prepares annual department budget requests based on user requirement, mandated items, current and anticipated resources, and department objectives;
16. Reviews and authorizes cumulative operating and work load reports on a variety of information technology equipment and auxiliary equipment;
17. Determines need for new or additional equipment or personnel and recommends type and/or capacity;
18. Interviews, selects and hires department staff; oversees the development and administration of staff training programs; and evaluates staff performance;
19. Coordinates training initiatives in selecting and recommending computer related training for all users.

DIRECTOR OF INFORMATION TECHNOLOGY CONTINUED

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of modern information technology principles, procedures, and equipment; thorough knowledge of system analysis for application to computerized methods; thorough knowledge of the planning and design of computerized operations; thorough knowledge of information security principles, policies, and practices related to hardware and software systems; thorough knowledge of organizational and management principles and practices; thorough knowledge in the planning, implementation, maintenance and daily operations of computers, software, development tools, networking and peripheral equipment applications and uses; good knowledge of procedures required to protect an organization's information systems, computer systems, networks, telecommunications, and databases from cyber threats, unauthorized access, and security breaches; good knowledge of the practices of public and business administration and budgeting; good knowledge of the design, construction, installation and maintenance of security and surveillance system equipment; skill in the use of information technology systems at an acceptable rate of accuracy and speed; high-level leadership, interpersonal, and communication skills; strategic planning skills; ability to plan and supervise the work of others; ability to negotiate and enforce contracts with vendors, ability to establish and maintain effective working relationships with management, professional and technical staff, and vendors; ability to communicate clearly and effectively, both verbally and in writing; ability to exercise sound professional judgment in evaluating situations, making decisions, and establishing priorities; ability to maintain strict security and confidentiality; initiative; resourcefulness; tact; courtesy; integrity; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation with a Bachelor's Degree in Business Administration, Information Technology, Computer Science, or a related field **and** ten (10) years of progressively responsible full-time technical IT experience, five (5) years of which must have been in a management capacity overseeing IT staff and others including teams and projects.

SPECIAL REQUIREMENTS:

1. Candidates for appointment will be required to undergo a state and national criminal history background investigation, which will include a fingerprint check to determine suitability for appointment. . Failure to meet the standards for the background investigation may result in disqualification.
2. Candidates must possess a valid New York State Driver's license and it must be maintained throughout one's employment. Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

NOTE: Degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.