

Job title	Technology Director
Reports to	County Administrator
Department	Department of Information Technology
FLSA	Exempt

Job Purpose

Under general direction, leads the County's Information Technology (IT) function, performs complex professional and administrative work in the planning, development, implementation, and maintenance of information and telecommunications systems and related information resources operations. Responsible for IT staff, project implementations, infrastructure, networks, communications, telephone systems, websites, office automation systems, IT hardware and management of the portfolio of software systems and technical solutions across the enterprise. Reports to the County Administrator.

Duties and Responsibilities

1. Manages the information technology efforts for the County government, Constitutional offices, and other partners; manages the design and improvement of existing technical processes; analyzes new systems to determine feasibility and design efficiency and makes recommendations to the County Administrator.
2. Serves as a solution developer, problem solver and projects manager, working with the County Administrator and department heads on IT systems and their functional capabilities; directs and supervises a centralized program of IT resources and infrastructure focused on meeting the needs of its users while maintaining system/data security and integrity; proactively assists County offices in determining, defining and fulfilling data processing and security, records management, communications, and IT project management needs.
3. Evaluates present hardware, software, system/data security, and associated policies, procedures, and practices in data processing, records management, telecommunications, and other applicable areas and initiates or recommends changes.
4. Develops policies and procedures for the information resource's function, including communications, records, work processes, as well as preventive, predictive, and reactive maintenance and repair and service activities. Designs, coordinates, and evaluates training needs related to hardware/software systems, data processing and system security, and records management.
5. Manages large systems procurement in the data processing and security, records management, telecommunications, and other applicable areas from needs assessment through scope development, RFI/RFP preparation, systems evaluation, selection processes and implementation. Incorporates system and data security priorities into all facets of the department's (and the organization's) operating culture and practice.
6. Plans, oversees, coordinates, the work of professional, technical and support employees

7. Develops and administers short and long range plans, as well as operating and capital budgets.
8. Serves as County liaison for local and state information technology planning, including consultations for organizations; consults and develops plans with adjacent local governments on issues of mutual interest in information technology; maintains an active role in community issues related to local government application of information technology.
9. Manages projects and receives/directs response to emergency calls for County LAN, WAN, and enhanced 911 systems; performs public relations and information work related to a variety of projects.
10. Attends public hearings, budget meetings and Board meetings, to provide technical support and assistance.
11. Coordinates with the Broadband Advisory Commission and broadband telecommunications projects involving broadband and fixed wireless systems. Familiarity with National Telecommunications, Information Administration regulations, Virginia State Broadband Regulations and Grant Programs (DHCD, VATI) and asset.
12. Performs other duties as assigned.

Qualifications

Education and Experience:

Possession of a bachelor's or Associates degree in Computer Science, Management Information Systems, or related field of study.

Six (6) or more years of progressively responsible supervisory level experience in information technology, five (5) years of which must have been in a management capacity.

Any equivalent combination of training, education, and experience which provides the required skills, knowledge, and abilities.

Experience with Microsoft SQL Server Reporting Services (SSRS) is preferred.

Licenses or Certificates:

- Possession of a valid driver's license; possess and maintain a driving record that meets established Mathews County Driving Standards.
- Additional preferred certifications include: Information Technology Infrastructure Library (ITIL), Cisco Certified Network Associate/Professional (CCNA/CCNP), Project Management Professional (PMP), and/or Microsoft Certified Professional (MCP).

Knowledge, Skills and Abilities:

Thorough knowledge of principles and processes for providing exceptional customer service. This includes setting and meeting quality standards for services, and evaluation of internal and

external customer satisfaction.

Thorough knowledge of computer programming concepts, systems analysis and design is required, preferably in a local government environment.

Thorough knowledge of principles of leadership in effective organizational and project management, as a department head, project owner, team leader/mentor, and as a team player/advisor.

Thorough knowledge of IT infrastructure components and their operation, including data and systems security (including cyber security), integrity, and reliability as well as protocols for maintaining and enhancing the same.

Thorough knowledge of application integration.

Thorough knowledge of the principles and practices of data processing, information, communication, telecommunication systems and technology, preferably in a local government environment, and their practical application in and to the work and services of local government.

Thorough knowledge and experience in working with all types of commonly used and applied information systems and network technology.

Thorough knowledge of project management principles, including the establishment of success criteria, project manager roles/responsibilities, stakeholder engagement, plan of action development and implementation, timeline/milestone management, project monitoring/administration and outcome assurance.

Broad knowledge of the information technology industry, information technology trends and the costs and benefits of different technologies.

Broad knowledge of governmental organization, accounting, budget development, administration and operation theory and practice and the philosophy and culture of local government.

Broad knowledge of the principles of supervision and management.

Ability to apply principles of organizational strategic planning.

Ability to delegate and achieve results through others.

Ability to speak in public and make effective and persuasive public presentations.

Ability to negotiate and secure the cooperation of diverse groups of users.

Ability to plan, manage, control and evaluate long-term projects.

Ability to establish and maintain good working relationships with other County officials, employees, and the public.

Ability to prepare letters, budget analyses, annual reports, policies and procedures, diagrams,

requisitions, etc., using proper format.

Ability to communicate complex information technology concepts, management principles and strategic objectives effectively and efficiently across all professional levels.

Ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under varied levels of stress.

Working Conditions

Conditions are generally those of a typical office environment but, a wide range of working conditions will be experienced - from attics and crawl spaces to equipment and server rooms. Some work must be performed in environments with heightened noise and vibration levels. Some environments may expose the worker to hazardous materials and conditions such as lead, asbestos, temperature extremes, etc.

Work during normal business hours is necessary to provide timely support to the organizational departments and staff. It is also necessary to frequently work outside of normal business hours to complete items that may impact the production network or user productivity.

Physical Requirements

Visual and physical dexterity are required to perform visual identification of equipment, parts, and connections, and to move fragile objects of a variety of weight from individual systems (light) to battery backup units (heavy). Work may occasionally require bending, lifting, a wide range of arm movement, finger and hand dexterity, and may from time-to-time require climbing and working from ladders or lifting devices. Setup, maintenance, or evaluation of some equipment may require work in places with restricted room for movement.

Direct reports

None at this time

Approved by:	
Date approved:	March 2023
Reviewed:	