

POSITION DESCRIPTION

Title: Communication and Information Systems Director

Department: Communications & Information Systems

Job Analysis: May, 2006; Revised and Amended June, 2011, November, 2013, January 15, 2019

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.

Relationships

Reports To: County Commissioners

Subordinate Staff: All Communications & Information Systems Employees

Internal Contacts: Commissioners, Elected Officials, County Administrator, Department Heads, All Other County Staff

External Contacts: General Public, Vendors, Representatives from other Agencies

Status: Appointed Contract/Exempt (AE)

Job Summary

Directs and manages the Communications and Information Systems Department charged with delivering all aspects of communications and information technology needed to support the County government and citizens. Plans and develops a comprehensive technological strategy that proactively positions the County for future growth and success.

Job Domains

A. Planning and Strategy

1. Serves as Chief Technology Officer.
2. Develops County-wide technology plans (strategic and tactical).
3. Coordinates the establishment of County-wide information technology architecture, policies, and standards.
4. Studies, evaluates, plans, and implements new technology and techniques.
5. Coordinates and participates in enterprise-wide business strategies and plans.
6. Conducts research for, provides technical advice to, and responds to request for information from, the County Commission, other Elected Officials, and County Department Heads.

Approved 1/15/2019 BC Commission Meeting

B. Customer Relationship Management

1. Coordinates and implements customer-based initiatives that will impact the perception of government in a positive manner.
2. Develops and fosters relationships with internal and external customers that will enhance services.
3. Coordinates with all Departments and Agencies served to understand services being provided and to develop or enhance the delivery of those services.
4. Develops and coordinates plans for delivery of services via Call Center, Website, and face to face.

C. Project Management

1. Develops project implementation plans and budget.
2. Provides oversight for coordination of internal and external resources during implementation of project with emphasis on keeping project on schedule and within budget.
3. Develops reports and presentations.

D. Administrative and Management

1. Performs daily supervisor duties for all subordinates.
2. Establishes and communicates priorities and timelines with subordinates.
3. Holds regular meetings with subordinates to ensure effective communication of policies and mission.
4. Coordinates and provides supervision as required for field service work done by CIS personnel.
5. Ensures technology training is provided both for departmental staff and for County staff using the technology.
6. Manages County-wide investment in technology assets.
7. Oversees the preparation of the departmental budget and other technology budgets.
8. Develops bid specifications for equipment, software, and services as required.
9. Collaborates with architects and engineers to ensure plans meet the specifications needed for systems installation and/or modification.
10. Provides Database Administration, Systems Analysis, Systems Design, Application Programming, and Systems Administration as required.

Knowledge and Skills

1. Thorough knowledge of project management principles, including budgeting.
2. Thorough knowledge of computer operating systems and computer networks.
3. Thorough knowledge of desktop computer systems and computer peripheral equipment.
4. Thorough knowledge of information systems analysis, design, construction, integration, operation, security, and maintenance.
5. Thorough knowledge of telecommunications systems.

6. Good knowledge of the overall County Organization, Departmental and Agency missions and duties, County facts, etc. in order to provide a high level of customer service to those served.
7. Ability to plan and organize work in order to set priorities and meet deadlines.
8. Ability to relate highly technical issues and respond to questions at a layman's level of understanding.
9. Ability to communicate effectively, both orally and in writing.
10. Ability to establish and maintain effective working relationships with department heads, elected officials, other employees, vendors, and the general public.
11. Ability to supervise the work of others.

Other Characteristics

1. Should possess a Bachelor's degree from a recognized college or university in Information Technology, Computer Science, or a closely related field. However, the aforesaid educational requirements may be satisfied with the individual possessing a combination of education, training and experience.
2. Should have at least three years of progressively responsible managerial experience applying technology to meet the enterprise wide needs of a similar sized government or business organization.
3. Must be current on trends and developments in the field of information technology.
4. Must be willing to travel and stay overnight as required.
5. Must be willing to work non-standard hours, including weekends and overtime.
6. Must be willing to attend additional training, skills development, and other self improvement courses.