

Monona County
Employer's Job Description
(NEW 2022)

Name: _____ **Department:** Information Technology
Position Title: Information Technology Director **Pay Grade:** TBD
Status: Exempt / Salary **Reports To:** Board of Supervisors

Purpose of Position

Under general direction, the Information Technology Director will oversee, coordinate and manage the department for the County ensuring availability and reliability of County servers and PC systems. Installs, modifies, configures, and troubleshoots server and PC software. Makes repairs to server, disk storage, and PC hardware. Provides technical assistance and training to network users. Needs assessment; development/support of in-house or third-party computer applications; network; GIS; the County website; document management; and VoIP phone system. Responsible for the County technology and the IT budget, which includes all departmental IT software and equipment.

Essential Duties and Responsibilities

The following is intended to be descriptive of the key responsibilities of this position, but is not to be construed as all-inclusive, as other duties are performed as required. Duties may be added or deleted at the discretion of the Board of Supervisors.

- Monitor computer operations.
- Observe network operation and monitor networks for errors.
- Install or oversee installation of terminals, personal computers and printer throughout the networks.
- Analyze personal computer and printer problems and take appropriate corrective action
- When malfunction occur on computer systems or on the network, identify the problem and implement an appropriate course of action including correcting the problem, or contacting computer maintenance or programming personnel.
- Setup personal computer hardware and peripherals: install software on personal computers, respond to trouble calls, analyze with software and hardware and take appropriate action to correct problems.
- Be available for trouble calls after business hours.
- Assist users in a timely manner by responding to questions regarding computer hardware and software.
- Maintenance hardware and software, updates and renewals.
- Work with vendors in the installation and update of software and hardware.
- Maintains records of software and hardware inventory.
- Update and maintenance of the County website.
- Performs daily, weekly and monthly backups.
- Review IT policies & procedures for improving operations and efficiencies.
- Set up a computer replacement schedule—reviewed annually.
- Monitor phone system.
- Election process
- Provide training for Microsoft Products, etc.
- When required clean computer equipment and peripherals.
- Install or oversee installation of wiring for network connections.
- Prepare and manage a yearly budget.
- Oversee and manage maintenance contracts on all County computer equipment including peripherals.
- Prepare requests for proposals and coordinate bids for data processing equipment and software when applicable.
- Knowledgeable about Tyler Incode system.
- Maintain a working knowledge of current technology trends and practices relating to County Government.
- Manage and update a remote access policy and internet use/access policy.

- Maintenance and assist with Sheriff's communication system.
- Attend training pertaining to the position, County use, and individual offices when necessary.
- Tracking of all computers and equipment to sell on County Auction.
- Work with GIS and Pictometry on existing overlays and new overlays.

Minimum Training and Experience Required to Perform Essential Job Functions

Education / Experience

- Degree in IT field and minimum 2-3 years related job experience required.
- Experience operating, maintaining, and troubleshooting computer hardware and software.
- Knowledge of Microsoft Office.
- Working knowledge of Windows Desktop and Server Operating Systems.

Abilities

- Excellent written and oral skills.
- Knowledge of routine office procedures.
- Ability to use office equipment, including computer, fax, printers, calculator and copier.
- Knowledge of basic computer procedures and principles.
- Ability to do basic repairs and cleaning of computers and equipment.
- Ability to perform input and retrieval functions on a computer and to efficiently utilize databases, spreadsheets, and word processing systems.
- Ability to maintain confidentiality of all departmental communications, documents, correspondence, and computer databases.
- Self-motivated, being able to work on one's own, to plan and organize personal work schedule, set priorities, and meet deadlines.
- Ability to maintain a working relationship with other departments, fellow employees, outside agencies, government officials, and the public.
- Must be able to travel and attend classes and workshops.
- Must be able to pass a background investigation.

Physical and Mental Abilities to Perform Essential Job Functions

Language Ability and Interpersonal Communication

- Ability to classify, compute and tabulate data and information, following a prescribed plan requiring the exercise of sound judgement. Ability to compare, count, differentiate measure and sort information, and must be detail oriented and possess good mathematical skills. Ability to assemble, copy, record and transcribe data and information.
- Ability to explain, demonstrate and clarify to other within well-established policies, procedures and standards, as well as the ability to follow specific instruction and respond to simple requests from others.
- Ability to communicate effectively with Department personnel, other employees, and supervisors.

Judgment and Situational Reasoning Ability

- Ability to use functional reasoning and apply rational judgment in dealing with various offices.
- Ability to exercise the judgement, decisiveness and creativity in situations involving a variety of pre-defined duties subject to frequent changes.

Physical Requirements

- Ability to physically lift and carry very heavy office equipment and supplies.
- Ability to exert moderate to heavy physical activity, climb stairs & ladder, and able to lift and carry materials and stand and sit for long periods of time, and use basic hand tools.
- Ability to coordinate eyes, hands, feet and limbs in performing skilled movements required by the requirements of this classification.
- Work maybe stressful due to deadlines; extended hours on call and after hour call out.
- Must have a valid driver's license, reliable vehicle, and provide proof of insurance as some travel maybe required.

Environmental Conditions

- Ability to work under fairly comfortable indoor conditions but exposure to injury is possible.

Compliance

- Compliance with the employee handbook, county policies, department work rules, and supervisor directives are required.

Special Requirements

The computer systems in some departments operate on a 24-hour per day, 7 day per week, 365-day per year basis. In order to provide these services, the Information Technology Director maybe required to work night or day shifts as well as weekends and holidays.

Monona County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Please refer to the employee handbook and union contract for additional information.

Employee Acknowledgement

The undersigned employee hereby acknowledges receipt of this Job Description and requirements.

I hereby acknowledge and attest that I have read and understand the Job Description outline above and the required job functions. I further acknowledge and understand that this document is merely an outline of the job functions and that other job duties may be required in this position.

Employee's Signature: _____

Supervisor's Signature: _____

Date Signed: _____