
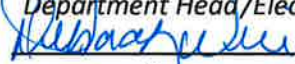


**DOÑA ANA COUNTY  
JOB DESCRIPTION**

<b>POSITION TITLE:</b> Director, Communications and Information Technology	<b>PAY GRADE:</b> 96
<b>DEPARTMENT:</b> Information Technology	<b>FLSA:</b> <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
<b>REPORTS TO:</b> Assistant County Manager - Administration	<b>LEAD:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>BARGAINING UNIT:</b> N/A	<b>SUPERVISOR:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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<b>APPROVED:</b> 	3/2/17
_____ Department Head/Elected Official	Date
	3/2/17
_____ Human Resources Director	Date

**I. PURPOSE SUMMARY.** Oversees, directs, and manages the operation of the Communications and Information Technology Department which provides the services of computer equipment and telecommunications operation and maintenance for all county offices; provides expert assistance to departments regarding computer systems analysis, programming, hardware and software; and ensures that County systems secure the confidentiality, integrity and availability of data.

**II. ESSENTIAL DUTIES.** (A position may not include all of the duties listed, nor do the listed examples include all of the duties which may be found in a position of the class. An individual must be able to perform the essential functions listed below and a reasonable accommodation may be made available to qualified individuals with disabilities to perform the essential functions of the job).

1. **Oversees long-range information technology/telecommunications planning and direction for the County and provides written and oral presentations on operational and long-range planning issues to all levels of the organization.**  
**Tasks include:**
  - a. Analyzes and coordinates information technology strategy and policies and procedures.
  - b. Provides information to departments for departmental planning and preparation.
  
2. **Monitors Information Technology departmental expenditures to ensure department operates within budget while meeting their goals and objectives.**
  
3. **Participates as a member of the County's management team.**  
**Tasks include:**
  - a. Coordinates with other departments to integrate projects of mutual concern.
  - b. Coordinates with Federal, State and local agencies to obtain funding assistance.
  - c. Provides input to senior staff to improve the level and quality of services.
  - d. Knows and abides by all department and County policies and procedures.
  
4. **Direct computer equipment and telecommunications maintenance, computer systems analysis, programming, hardware and software installation for all county offices.**

5. **Provide expert assistance to county departments regarding computer and telecommunication systems services.**
  - a. Review requirements of user offices to determine appropriate software and hardware necessary for their operational use.
  - b. Gather and compile information, maintain automated logs, assist in generating a variety of reports and documents, and prepare reports and analyses in response to problems.
  - c. Attend meetings as a representative of the department.
  
6. **Direct, oversee and monitor security policies and procedures to safeguard the confidentiality, integrity and availability of all information processed, stored or transmitted using County resources including:**
  - a. Developing, promoting and reviewing security policies.
  - b. Conducting frequent information security inspections, audits and assessments.
  - c. Taking proactive measures to counter threats, vulnerabilities and cyber-attacks.
  - d. Disaster recovery/business continuity plans.
  
7. **Supervise and evaluate departmental staff and attend to all personnel matters of the department.**
  - a. Develop and implement goals, policies and procedures for the department.
  - b. Establish priorities within support functions, and identify resource needs.
  - c. Resolve disputes or problems that may arise with staff, departments, and vendors.
  - d. Prepare and maintain departmental budget.
  - e. Ensure all equipment and supplies needs are met for the department.

**III. ADDITIONAL DUTIES.** Other duties may be assigned.

**IV. QUALIFICATIONS.**

**A. Education.** Bachelor's Degree in Business, Business Computer Systems, Computer Science or a related field.

**B. Experience.** Eight (8) years of progressively responsible experience in a computer management position of which four (4) years must have been managing the work of other employees. Experience with Banner financial software preferred.

**C. Education/Experience substitution.** N/A

**D. Licenses/Certifications.** N/A

**E. Other (e.g., post-offer medical exam, polygraph, background check, driver's license record, etc.).** Must pass NCIC and background checks. Must have valid driver's license and have a satisfactory driving record.

**1. KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED BY THE POSITION:**

**Knowledge:**

Must have extensive knowledge of current principles of data processing and computer science, principles and techniques of complex programming and systems analysis; operational characteristics of

data processing equipment and peripherals; applicable programming languages and report preparation; methods and procedures of computer software design, development, and maintenance; best practices in information technology security; and application of the principles and practices of effective supervision including personnel management, training and performance evaluation.

**Skills:**

Must possess effective communication skills. Must have advanced skills in developing and participating in systems analysis, design, and programming, analyzing data and developing logical solutions to complex programming problems.

**Abilities:**

Must have the ability to develop and participate in systems analysis, design, and programming; analyze data and develop logical solutions to complex programming problems; accurately identify and evaluate client software needs and requirements; ensure the development and implementation of information technology security policies, measures and protocols; meet deadlines and/or solve problems on critical systems on a timely basis; balance multiple tasks with varying priorities and changing conditions that involve adaptation to new situations; develop short- and long-range planning; analyze problems logically and systematically and provide software resolutions; research, analyze, and evaluate new program techniques, methods, and procedures; and establish and maintain effective and cooperative working relationships with others.

**2. FREEDOM TO ACT.**

The position receives assignments in terms of broadly defined missions or functions. The position independently plans, designs and carries out programs, projects, studies and other work. Work products are considered technically authoritative and generally accepted without significant change. The position plans new projects with consideration of availability of funds and resources, and broad program goals and priorities.

**3. GUIDELINES AND JUDGMENT.**

Guidelines are provided in broad policy statements and legislation that require extensive interpretation. The position must use judgment in interpreting the intent of the guides, and in developing application to specific areas of work. The position is recognized as a technical authority in developing and interpreting guidelines.

**4. PHYSICAL DEMANDS.**

While performing the duties of this job, the employee will usually remain sitting. The employee must be able to communicate effectively both orally and in writing and be able to move about the work environment. Specific vision requirements for this job are close vision and the ability to adjust focus.

**5. WORK ENVIRONMENT.**

Essential duties are performed 95% indoors under controlled temperatures. Primary work surface is even, tiled and carpeted. 5% of the time, duties may require travel to other departments and therefore exposure to other work environments. May be exposed to long working hours and job induced stress and tension. The noise level in the work environment is usually moderate.

**6. SUPERVISORY RESPONSIBILITY.**

The position supervises other supervisors. The position plans overall work objectives; establishes department goals and objectives; coordinates diverse work activities and programs; budgets and allocates resources; measures performance against goals and objectives.

**V. EMPLOYEE ACKNOWLEDGEMENT:**

I have read my Job Description and understand my assigned responsibilities, and have been given a copy of this Job Description. I have also received a copy of the Personnel Policies and Procedures Handbook, and understand that I am responsible for reading and following all relevant policies and procedures outlined in it. I also certify by my signature below that I am able to perform the essential functions of this Job Description with or without reasonable accommodation.

Accepted by: \_\_\_\_\_  
*Employee* *Date*