

Champaign County Job Description

Job Title: Information Technology Manager
Department: Information Technology
Reports to: Director of Information Technology
FLSA Status: Exempt
Grade Range: L*
Approved Date: August, 2009

SUMMARY Responsible for the design, installation and maintenance of network and communications infrastructure for the County. Works with the Business Applications Manager to review and analyze software/hardware needs recommending changes and upgrades to provide efficient, effective and timely service to County technology users. Responsible for the security and integrity of the County's data network.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Assesses current and future data infrastructure needs for the County and recommends new hardware to meet those needs.

Confers with user departments regularly to identify computerization needs and determines how the desired results can be achieved.

Establishes and recommends backup and data security policies and procedures.

Assures system documentation by directing the creation and maintenance of system documents.

Maintains and develops the ITIL compliant technology service desk.

Promotes the training of user department personnel in the use of PC's, terminals, printers and other peripherals.

Recommends and directs software changes and updates to keep department systems up-to-date.

Manages the Systems Administrator, Security Analyst and Desktop Support Technician in the provision of technical services to County users.

Works with team members on special projects to assist various offices, departments and committees in establishing goals and deadlines.

Maintains contacts with all user departments, hardware vendors and other systems representatives.

SUPERVISORY RESPONSIBILITIES Directly supervises 3 positions in the IT group: Security Analyst, Systems Administrator and Desktop Support Technician.

QUALIFICATIONS to perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND/OR EXPERIENCE Bachelor's Degree (B.S./B.A.) in Data Processing or equivalent from a four-year college or technical school and 5-7 years of experience in government system design and programming including three years in a supervisory role. Requires knowledge and skill in current programming used by the County or equivalent combination of education and experience.

LANGUAGE SKILLS Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPUTER SKILLS to perform this job successfully, an individual should have knowledge of Project Management software and Word Processing software.

CERTIFICATES, LICENSES, REGISTRATIONS as required.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to sit; and talk; or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Normal office conditions. The noise level in the work environment is moderate.