

BANNOCK COUNTY **CLASS SPECIFICATION**

CHIEF TECHNICAL OFFICER/E-911 DIRECTOR

Department: Computer Services
FLSA Designation: Exempt

Pay Grade: 19
Effective Date: 10/04, 2/08, 8/09

Purpose of Class

Performs a variety of technical management duties relating to the operation and maintenance of the County central computer system; performs related work as required.

Primary Function

The primary function of an employee in this class is to perform a variety of technical management duties relating to the operation and maintenance of the computer operating systems, wired and wireless network systems, databases and e-911 voice and data systems for the County. The work is performed under the direct supervision of the County Commission, although considerable latitude is allowed for independent judgment and initiative. The Chief Technical Officer exercises supervision over subordinate positions. The principal duties of the position are performed in a general office environment.

Essential Duties and Responsibilities (will vary by assignment)

- Supervises and maintains County computer system and operations including, but not limited to, computer systems, networks, hardware and software, network servers, system equipment, backups, operating system upgrades, software upgrades, security procedures, and database maintenance;
- Supervises and maintains County telephone system;
- Directs County E911 emergency communications system, including but not limited to coordinating with user agencies, budgeting, system maintenance, upgrades, troubleshooting, and research;
- Supervises and performs installation, maintenance, troubleshooting, and repair duties on the assigned systems;
- Designs and implements information technology projects;
- Researches and evaluates new technology and recommends changes and upgrades;
- Implements and maintains security systems, policies, and procedures, supervises and performs data backup and storage, assesses and counters system threats, and designs and implements disaster recovery procedures;
- Identifies needs and recommends purchase of all computer, telephone system, E911 system, audio-visual system, and related equipment;
- Maintains the County's web site;
- Develops and monitors information technologies and e-911 budgets;
- Administers individual and specific databases and functions for departments;

- Performs all technical aspect decisions related to infrastructure/network maintenance and enhancements;
- Provides technical support and training to system users;
- Maintains inventory of system hardware and software;
- Assists in the development of policies and procedures on purchasing, operating, and security of the County operating systems;
- Acts as purchasing agent for all county technology related hardware and software;
- Supervises subordinate employees;
- Performs all work duties and activities in accordance with County policies, procedures, and safety practices.

Other Duties and Responsibilities

- On call after regular work hours to respond to emergency situations;
- Supervises operations and maintenance of audio-visual equipment;
- Performs other related duties as required.

Competency Requirements

Knowledge of:

- Implementation, operation, management, and maintenance of computer information systems, networks, databases, systems design, hardware, and software;
- Implementation, operation, management, and maintenance of telephone systems;
- Implementation, operation, management, and maintenance of E911 emergency communications systems;
- Implementation, operation, installation, maintenance, repair, and troubleshooting techniques and methods;
- Computer operation, installation, maintenance, repair, and troubleshooting techniques and methods;
- Web page design and maintenance;
- Network protocols and interface systems;
- Diagnostic methods for computer hardware and software.
- Municipal budget principles and procedures;
- Employee supervision, training, and evaluation methods and techniques;
- Purchasing, bid preparation, and contract management principals and procedures;
- Operation of standard office equipment;
- Customer service skills and techniques.

Ability to:

- Administer a County computer systems;
- Administer a County telephone systems;
- Administer a Countywide emergency communications system;
- Write technology related request for proposals;
- Understand and operate within state and federal grant guidelines;
- Research, plan, and implement large computer and communications related technology projects;

- Operate standard office equipment, including a personal computer using program applications appropriate to assigned duties;
- Communicate effectively both verbally and in writing;
- Plan, organize, manage, operate, and troubleshoot a multi-user municipal computer systems;
- Analyze operating problems of computer hardware and software and develop effective solutions;
- Supervise, train, and evaluate employees;
- Develop and administer a municipal budgets;
- Administer purchasing, bidding, and contract management functions;
- Operate hand and power tools, electronic testing equipment, and related specialized computer installation, maintenance, and repair equipment;
- Operate a motor vehicle;
- Prepare technical reports;
- Maintain confidentiality of County records;
- Develop and maintain effective working relationships with supervisors, co-workers, elected and appointed officials, other County employees, other communications system agencies and users, and system vendors and contractors;
- Understand and follow oral and/or written policies, procedures and instructions;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Perform time management and scheduling functions, meet deadlines, and set project priorities;
- Demonstrate integrity, ingenuity, and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Bachelors degree in computer science, business, or a related field is required and a masters degree is preferred; and
- Four (4) years experience in information technologies management or related experience is required and five (5) years is preferred; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Special Qualifications

- Idaho driver's license is required.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively in person and by telephone;

- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written instructions; comprehend and prepare written technical reports, data sheets, user manuals, diagrams, and related information; and troubleshoot and perform repairs on computers;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment and computer equipment and to make adjustments to computers, tools and equipment and to operate a motor vehicle;
- Sufficient personal mobility, flexibility, agility, and balance to perform duties that may require bending, stooping, kneeling, crouching, reaching, and working in confined spaces, to lift at least 50 pounds, and to work in an office and field environment.