

## **INFORMATION SYSTEMS DIRECTOR**

### **MAJOR FUNCTION**

This is a highly responsible position directing the County-wide activities of computer operations, systems management, network administration and programming functions.

### **ESSENTIAL FUNCTIONS**

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

- This position is responsible for all day to day computer operations performed within the County, including equipment selection, system analysis, programming, and operation.
- Work includes providing liaison with users of data processing services and developing improved techniques and methods for serving all activities.
- Establishes policies within the Information Systems department to define responsibilities, implement operating procedures, and ensure program effectiveness in managing data.
- Works closely with departmental management to establish plans that contribute to the development and implementation of policies that affect functional areas of the organization.
- Develops and establishes department standards and procedures, and assigns work to the management and operations units for the support of the County with respect to information processing and delivery.
- Organizes and directs technical personnel involved in the development of information and delivery systems by means of system analysis and design, procedures design, and infrastructure design.
- Organizes and directs personnel involved in the operation of a general purpose computer and peripheral equipment; maintains controls to assure the efficient utilization of equipment. This includes assigning and reviewing work, selecting candidates for hire, completing performance evaluations, and selecting employees for promotion.
- Confers with department heads and provides advice relating to the initiation and implementation of proposed applications; plans and forecasts future information systems requirements.
- Maintains current knowledge of trends and developments in the field of information management systems for application to the County information processing requirements.

### **SECONDARY FUNCTIONS**

- Performs other tasks as assigned.

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### **CUSTOMER SERVICE**

This is a front-line departmental position for providing excellent customer service to other County employees and members of the general public. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.

### **SUPERVISION**

Direct supervision over a relatively small number of managers and indirect supervision of a moderate size staff who report to other supervisors or managers. Includes assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; and planning, scheduling, and coordinating work operations.

### **EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS**

#### **Education and Experience**

Bachelor Degree from four-year college or university with major in Business Administration or Computer Sciences, and eight years progressively responsible and knowledgeable experience in systems analysis, applications programming, and information management operations, five of which must have been in a supervisory or management capacity.

#### **Licenses**

Valid Florida Driver License.

### **JOB SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skills, and ability required.

#### **Language Skills**

- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to write speeches and articles using original or innovative techniques or style.
- Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards.

#### **Mathematical Skills**

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- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **Problem Solving Ability**

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Develops plans, policies, specifications, programs continually.
- Functions independently as an expert in matters of specialized rules, policy, analysis or technical systems.
- Ability to deal with a variety of abstract and concrete variables.
- Analyzes major organization-wide policies, procedures, and systems on a continuous basis.

### **Specialized Skills and Abilities**

- Expertise in all technology platforms used in the County.
- Familiarity with the application of all major types of information technologies to diverse business, economic, and technical information management requirements.
- Current knowledge of the principles and practices for efficiently managing system life-cycles.
- Ability to plan, schedule, coordinate, and review the work of subordinate technicians.
- Ability to organize tasks and meet multiple deadlines.
- Ability to organize and analyze data and develop appropriate recommendations.
- Ability to communicate effectively and tactfully with department heads and other administration employees.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are

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committed to the goals and objectives of the team.

**Machines and Equipment**

This employee will be required to operate a computer, calculator, telephone, copy machine, and other general office equipment in the completion of the tasks of the position.

**PHYSICAL DEMANDS**

While performing the duties of this job, the employee will occasionally be required to use hands to finger, handle or feel, reach with hands and arms, and lift up to twenty-five pounds; will regularly be required to stand, walk, and sit; and will frequently be required to talk and hear. Special vision requirements include close distance, color, and peripheral vision, depth perception, and the 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. The noise level for this environment will be moderate.

Established: 10/99	Category: 1
Pay Grade: 32	Status: E
Job Description Number: 1020	Revised: 6/2003