



Madison County Vacancy Announcement

ITS Director

Position Summary:

An employee in this class is responsible for managing the County's information technology systems including planning, managing and monitoring hardware and software applications, troubleshooting and resolving equipment failures, maintaining software applications; updating computer systems, and implementing automated systems for existing manual systems. Employee is also responsible for planning, organizing, directing, and participating in the research, analysis, selection, purchasing of information systems for the County. Work includes performing long range planning and developmental goals, doing analytical and needs assessment tasks, deciding on the applications and programs to use, and documenting the work efforts, and working with users in implementing the new programs into their work areas. This position recommends and assists in the establishments of the information technology related policies and procedures. Work requires a high level of analytical skill, a broad knowledge of information systems programming languages and standards, and an ability to interface and work with contractors, vendors, users, personal computers, servers, and various operations systems and networks. Work is performed under general supervision of the County Manager and is evaluated through conferences, review of work products, and implementation of successful systems.

This position is exempt under the Fair Labor Standards Act.

Where to Apply:

The position is open until filled. Submit a North Carolina State Application (PD 107) with a cover letter to Madison County Human Resources. To obtain an application, visit <http://www.madisoncountync.org/employment.html>. Applications will be accepted at the Madison County Human Resources Office, 107 Elizabeth Ln., Marshall or mailed to: Madison County Human Resources, PO Box 579, Marshall, NC 28753. Applications may also be emailed to hr@madisoncountync.gov.

Madison County Government is an Equal Opportunity Employer.

Essential Functions:

ITS Steering and Project Management:

- Analyze the business requirements of all departments to determine their technology needs
- Provide short and long term goal planning and progress to county manager

Supervise Helpdesk:

- Manage a small team of ITS workers to ensure that issues are resolved quickly and efficiently
- Develop proactive troubleshooting for recurring issues

Systems Administration:

- Disaster recovery planning and testing
- Active Directory management and implementation
- Maintain up-to-date inventory of computer systems
- Perform user account administration, access control and auditing
- Stay informed on security risks and update patches/antivirus as necessary

Network Administration:

- Design network topology and manage network infrastructure
- Oversee network security and VPN access
- Install wireless access points, cameras, VoIP phones and other POE devices

- Supervise CAT5 runs and terminations

Vendor Support:

- Strong written, oral, and interpersonal communication skills
- Liaise between county departments and vendors to resolve any issues
- Provide end-user training
- Utilize batch programming/SQL to aid or automate workflow

Policy and Procedure Writing:

- Maintain documentation and operating procedures for end-users
- Ensure compliance with all HIPAA, State and Federal laws

Web Development:

- Comfortable using a CMS to keep a webpage's information current and accurate
- Understand principles of DNS and web domain administration
- Manage e-mail services to ensure deliverability and combat spam

Computer Hardware:

Ensure that computers and servers are maintained and make upgrades as necessary

Education and Experience:

- Experience in research, implementation and maintenance of ITS systems
- Ability to create and control a responsible and efficient ITS budget
- Excellent organizational and leadership skills
- Outstanding communication abilities
- Must be available on-call for emergency situations involving Sheriff's Office and 911 Dispatchers
- BSc/BA in computer science, engineering or relevant field, plus 2 years of experience in ITS role, or equivalent

Knowledge, Skills, and Abilities:

- Thorough knowledge of information system principles and practices
- Thorough knowledge of computer system capabilities, adaptabilities, and operations
- Considerable knowledge of County policies and procedures
- Considerable knowledge of budgetary development and administration
- Ability to perform analytical work involving complex data management
- Ability to supervise and direct the work of employees and contractors
- Ability to establish and maintain effective working relationships with Department Heads, users, and vendors
- Ability to communicate effectively orally and in writing

Physical Requirements:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. In compliance with ADA requirements, reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Additional physical requirements:

- Must be able to physically perform the basic life functions of grasping, talking, hearing, and repetitive motion
- Must be able to perform sedentary work, occasionally exerting 10 pounds of force
- Must possess the visual acuity to prepare and analyze figures, perform map drawing, work manually and with a computer, perform accounting, transcription, operate computer terminal and perform extensive reading

Requirements: Applicant must be willing to submit and pass a pre-employment drug/alcohol test as well as a criminal background check. This position is subject to health and safety sensitive drug screens. Must possess a valid North Carolina Driver's License.

Salary: \$46,000-\$52,000. This position comes with a benefits package including: paid health insurance; dental, eye and other supplemental insurance available, paid sick time, paid vacation time, and paid holidays.