

HIDALGO COUNTY COMMUNITY SERVICE AGENCY

INFORMATION TECHNOLOGY MANAGER

ALL POSITIONS WITH CSA ARE CONTINGENT ON FUNDING ON A YEAR-TO-YEAR BASIS

GENERAL DESCRIPTION

Performs complex (senior-level) managerial work in an IT environment. Work involves overseeing the daily operations and activities of a county department's IT program(s), establishing goals and objectives; developing guidelines, procedures, rules, and regulations; developing schedules, priorities, and standards for achieving established goals; coordinating and evaluating program activities; and developing and evaluating budget requests. Organizes and manages major/highly complex information technology projects that are part of the strategic, key technology direction for the county. Responsible for planning, resource and management of overall network administration. Plans, assigns, and supervises the work of others.

EXAMPLES OF WORK PERFORMED

Plan, organize, and manage assigned division to achieve goals within budgeted funds and available personnel

Determine goals and objectives, establish policies and procedures, and delegate assignments to staff as projects dictate

Will design and develop complex enterprise server systems

Plan and establish standards and specifications for network computer systems

Develop strategic plans and policy documents that provide solutions to a wide variety of difficult problems of diverse scope and that ensure enhanced efficiency between internal staff and customer departments

Ensure and monitor adherence to standards and specifications

Develop moderately complex to complex computer systems' applications including the analysis of business

Prepare and present summary reports on division activities

Participate in the development and implementation of IT related policies and procedures

Will be an enterprise lead for LAN management and implementation of enterprise distributed Directory Structure

Will be an enterprise WEB architect for transaction processing systems

Overall responsibility for large LAN/user support environment

Will be operations lead for support functions for enterprise server systems

System programming for complex mid-frame or mainframe server environments

Performs related work as assigned

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Seven (7) years of technical service experience in the use of computer hardware, software or related field

Experience providing technical support functions or training in an IT environment plus three (3) years IT management experience

Graduation from an accredited four (4) year college or university with major course work in field related to the job

Two (2) years of experience may be substituted for one (1) year of education

Certificates, Licenses, Registration

Must have a current valid Texas motor vehicle operator's license

Must be able to be insured by the County's insurance carrier

Knowledge, Skills, and Abilities

Ability to understand issues that relate aspects of and/or parts of a project to the overall circumstances and needs of the organization is also required

Ability to understand technical and reference manuals

Knowledge of systems design and development practices, concepts and methods

Able to install, configure and maintain software and hardware connected to a LAN

Must use judgment in determining the most appropriate methods and procedures to complete assignments

Able to clarify and resolve technical and policy issues that arise during the project

Ability to effectively manage and supervise staff

Ability to maintain good working relationships with County employees, representatives of outside agencies, and members of the public

Contact is primarily with county employees, systems and network users, management, vendors and contractors to provide and exchange technical information, to plan and coordinate work activities and to resolve project issues and/or technical problems

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 required to sit and use hands to fingers, or feel objects, tools or controls. The employee is required to stand; walk; reach with hands and arms; and stoop, kneel

The employee must occasionally lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS:

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the Hidalgo County Accident Prevention Plan and department's safety regulations

