

Yellowstone County Class Specification

Class Title	Information Technology Director
Class Code Number	1110
Grade	L
FLSA	Exempt
EEO Function	Financial Administration (1)
EEO Category	Officials and Administrators (1)
Date	January 2007

Job Summary

Plans, organizes, staffs, directs, and controls operations of the Information Technology (IT) Department for Yellowstone County.

Distinguishing Class Features

Responsible for the management, planning, direction, supervision, operations, support, and maintenance of the County's computer systems and networks. Directs the design, development, implementation, and operation of information systems and data processing applications in support of the mission, goals, policies, procedures, and programs of the IT Department and Yellowstone County. The most critical and time-consuming responsibilities include policy implementation, direction of programs, service delivery, and resources management in the IT Department. The decisions made affect the goals, services, and objectives of Yellowstone County and may involve highly sensitive issues affecting the County as a whole. Work is accomplished within the broadest framework of policy guidance.

Essential Job Duties and Responsibilities

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions, which may be found in positions of this class.)

- ❑ Advises Board of County Commissioners regarding current industry trends and information processing concept, strategies, and products;
- ❑ Analyzes fiscal requirements and recommends department budgets for personnel, operations, hardware, and training in support of IT functions;
- ❑ Assists department heads and elected officials in evaluation and selection of information systems, and technology products;
- ❑ Analyzes County wide information technology needs;
- ❑ Establishes and implements goals, policies, procedures, and performance indicators for the Information Technology Department;
- ❑ Develops goals, plans and measurements for the identification and evaluation of the County's information technology system needs;
- ❑ Defines business problems to provide County agencies and departments with efficient automation;
- ❑ Evaluates and estimates project costs and evaluates feasibility of alternative approaches;
- ❑ Develops project time frames and identifies training and resource needs;
- ❑ Researches, evaluates, tests, and documents new technologies for compatibility issues within Yellowstone County;

- ❑ Leads team evaluation efforts for new technologies and inform management of implementation impact of new technologies;
- ❑ Recommends hardware and software purchases to meet technological needs;
- ❑ Coordinates information system design and application among all County departments;
- ❑ Develops, recommends, and monitors the Information Systems Department budget;
- ❑ Reviews, evaluates, and approves all expenditures from Information Technology and Technology Fund budgets;
- ❑ Hires, directs, supervises, advises, motivates, counsels, trains and prioritizes and evaluates the work and performance of Information Technology Department employees;
- ❑ Manages, plans, co-ordinates and directs the technical support activities for the County's information technology services and telecommunication resources;
- ❑ Manages the computer systems interface throughout the County;
- ❑ Evaluates departmental effectiveness and initiates changes;
- ❑ Meets with vendors to assess new equipment, products and techniques;
- ❑ Direct and assist with the design of Geographical Information Systems, and Web site applications;
- ❑ Develop, control, manage county internal and external infrastructure;
- ❑ Develop, control, manage county wide WIFI where and when needed;
- ❑ Develop and manage internal and external network security through the use of firewall equipment and software;
- ❑ Prepares various reports and performs special projects as necessary;
- ❑ Performs related work as required.

Required Knowledge and Abilities

Knowledge and understanding of:

- ❑ Principals, theories and concepts of Yellowstone County's information technology infrastructure and of public sector information technology policies, practices, and procedures;
- ❑ Design and knowledge of related fields of computer technology;
- ❑ Tools and technologies available to meet client information requirements;
- ❑ Operating characteristics of the County's information systems environment;
- ❑ Systems and procedures development, business systems analysis techniques, and the operation of complex computer systems;
- ❑ Administration, budgeting, and program management;
- ❑ Communication equipment and software, including on-line, mass storage communication oriented systems;
- ❑ Principles and practices of effective supervision;
- ❑ Principles and practices of leadership and management;
- ❑ Safety rules, procedures and practices;
- ❑ Montana Safety Culture Act;
- ❑ Governmental code of fair practices.

Skill to:

- ❑ Use management techniques and practices to assemble teams to successfully take on projects as assigned;
- ❑ Develop organizational goals and objectives including frequent communications with staff as to department goals and project timelines;
- ❑ Supervise and administer departmental operations;
- ❑ Foster a positive working environment that promotes ideas with staff to find innovative ideas to solve IT problems;
- ❑ Operate a personal computer using word processing, spreadsheet, and database applications appropriate to assigned duties;
- ❑ Maintain clerical records of some complexity and to prepare reports from such records;

- Think strategically.

Ability to:

- Communicate effectively with clients in their terms and translate this information into systems terms;
- Analyze administration problems;
- Plan, organize, supervise, and effectively delegate;
- Define problems, collect data, establish facts, and draw valid conclusions;
- Read, analyze, and interpret common scientific and technical journals, financial reports, complex documents, manuals, and legal documents;
- Respond to common inquiries or complaints from County departments, regulatory agencies, employees or the general public;
- Make effective and persuasive speeches and presentations on controversial or complex topics to top management, employees or public groups;
- Follow written and verbal instructions;
- Generate information systems solutions for department clients;
- Work with IT staff to ensure positive, mentoring relationships exist within the department;
- Provide project leadership and mentorship to information technology services staff;
- Establish and maintain effective working relationships with the Board of County Commissioners, department heads, elected officials, employees, third-party hardware and software providers, and the general public.

Reporting Relationships

Reports to the Yellowstone County Board of County Commissioners and supervises the Information Technology Department staff.

Decision- making Authority:

Decisions made include prioritization of overall projects in the department, funding and budgeting decisions, and development of internal policies, rules, and regulations. The position is responsible for prioritization of tasks within projects, work assignments for IT employees, time/cost estimates, resource requirements and manner of allocation, and design decisions on systems that impact other systems.

Major countywide technology system purchases and IT department fiscal year budget is determined by the Board of County Commissioners.

Challenges and Problems:

Challenged to design and integrate County systems that interact and exchange information. This involves communicating between diverse department needs and translating their needs into technical solutions, while utilizing IT resources in the most effective manner. The incumbent is further challenged to maintain the integrity of existing computer systems by analyzing and resolving information system problems that may impact the entire county technology infrastructure. Maintain cybersecurity insurance compliance as required, including deployment of new technology or standards as necessary.

Typical problems include coordinating assignments to meet project deadlines, determining the impact of proposed changes on information systems, and implementing enhancements on schedule with minimal disruption to the system's operation, and within budget constraints.

Minimum Qualifications

Education/Experience/Training:

- Graduation from a college or university of recognized standing with a Bachelor's Degree in Computer Science, Information Technology, or closely related field; **and**

- Four (4) years' experience in information technology systems development and management; with minimum of three (3) years of supervisory experience of IT staff;
- or
- Any equivalent combination of experience and training totaling eight (8) years.

Desired Qualifications:

- Public sector experience at the local level of government desired.

Essential Physical Abilities

Essential Physical Abilities:

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit and use hands and fingers, to operate computer;
- Occasionally required to crawl, stand, kneel, stoop, crouch, and use hands to handle, or feel while installing computer hardware;
- Specific vision abilities required by this job include close vision and looking into monitors for extended periods of time and ability to adjust focus which permits the employee to perform computer procedures, operate a motor vehicle and to produce and review a wide variety of documents, correspondence, reports and related materials in both electronic and printed form;
- Clarity of speech and hearing that permits the employee to communicate well with others;
- Personal mobility that permits the employee to serve the general public, County departments and access files and other materials in the office;
- Personal mobility that permits the employee to enter, operate and exit motor vehicles.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The work environment is an office environment and working with computers throughout the County system;
- The noise level in the work environment is usually moderate;
- The position may be subject to afterhours work to resolve or assist with resolving network problems.

Accepted - Board of County Commissioners

Date Stamp
March 27, 2007

Amended:
June 8, 2016

Amended:
April 17, 2024