

TITLE: Information Systems Manager

IS/2

DEPARTMENT: Information Systems, Fayette County

JOB SUMMARY: This position is responsible for planning and managing the county IS system and serves as the primary technical expert for problem solving.

MAJOR DUTIES:

- o Provides direction and management for the planning, implementation, and maintenance of the county's information systems; makes recommendations to county staff, administration, and the Board of Commissioners on the procurement of IS related equipment and systems; develops standards and specifications for new hardware and software; makes hardware recommendations for third-party systems; recommends new technologies to achieve the county's goals and objectives.
- o Provides project management on IS related projects and initiatives; develops cost estimates; identifies necessary resources; establishes time lines; works with outside vendors, engineering firms, general contractors, and utility providers to ensure that all objectives and deadlines are met.
- o Provides leadership and direction to the IS staff to ensure that all work orders and IS related issues are handled in a timely manner; prioritizes work orders; schedules deployment of new equipment; redirects resources as needed.
- o Provides direct problem resolution for complex problems.
- o Supervises IS staff; performs evaluations; reviews leave requests; handles disciplinary actions; interviews potential employees.
- o Communicates with outside vendors to exchange information on new technologies, cost/benefit analysis, new system installations, problem resolution, quotes, and maintenance agreements.
- o Manages the county's communication circuits to assure maximum availability and uptime.
- o Oversees network security to prevent virus outbreaks, spyware and adware corruption, and unauthorized access to resources in the county network; administers the firewall, VPN connections, and the desktop, server, e-mail, and internet gateway anti-virus programs.
- o Manages maintenance and support contracts for the county's IS related equipment and software.
- o Responds to after-hours emergencies.

- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of current and emerging information systems technologies.
- o Knowledge of governmental purchasing procedures and state contracts.
- o Knowledge of industry standards in computers and peripherals.
- o Knowledge of project management principles and practices.
- o Knowledge of the county's IS equipment and software systems.
- o Skill in researching new technologies and evaluating new systems.
- o Skill in the development of project strategies.
- o Skill in hardware configuration and specifications, network layout and design, and various communication technologies and media.
- o Skill in oral and written communication.
- o Ability to identify current and potential problems, evaluate alternatives, implement positive solutions and follow up to ensure system performance.
- o Ability to explain complex technical concepts clearly and concisely.

SUPERVISORY CONTROLS: The Chief Information Officer assigns work in terms of department goals and objectives. The supervisor reviews work through conferences, reports, and observation of department activities.

GUIDELINES: Guidelines include the Fayette County Employee Handbook, county policies and procedures, applicable building codes, BICSI cabling and infrastructure standards, and other industry standards and best practices used throughout the industry. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY: The work consists of varied management, supervisory, and technical duties in the planning, implementation, and maintenance of the county's IS system. Frequently changing industry standards contributes to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to administer the county's information technology systems. Successful performance in this position contributes to the increased effectiveness of county operations through the efficient and timely processing of information.

PERSONAL CONTACTS: Contacts are typically with members of the general public, other county employees, department heads, vendors, and representatives from other organizations.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information; resolve problems; provide services; motivate and influence persons; or justify, defend, negotiate, or settle matters.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light and heavy objects, climbs ladders, and uses tools or equipment requiring a high degree of dexterity.

WORK ENVIRONMENT: The work is typically performed in an office or computer room.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: This position has direct supervision over Assistant Information Services Manager (1), Systems Analyst (2), Network Administrator (1), Business Systems Administrator (1), Information Systems Technician (2), and Administrative Secretary (1).

SPECIAL CERTIFICATIONS AND LICENSES: Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

ADA COMPLIANCE: Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE: The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE: In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work

under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- o Knowledge and level of competency commonly associated with completion of baccalaureate degree in a course of study related to the occupational field.
- o Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years experience or service.