



Information Technology Manager

IT/2 - 284

Information Technology

JOB SUMMARY

This position supports the Chief Information Officer (CIO) in strategic IT planning and implementation, while also leading the day-to-day management of IT operations. The IT Manager ensures the efficient delivery of IT services, oversees the IT infrastructure, and drives technological advancements to support the organization's goals.

MAJOR DUTIES

1. Contributes to IT strategic planning and vision.
2. Helps to develop and implement long-range plans.
3. Prioritize initiatives and recommends innovative and cost-effective technology investments.
4. Directs IT operations, guaranteeing the consistent and reliable delivery of services and optimizing the performance and efficiency of the IT infrastructure.
5. Supervises and directs IT personnel, ensuring their skills remain current with new technologies and best practices.
6. Assists in IT budget and resource management.
7. Oversees expenditures ensuring all projects remain within budget.
8. Manages IT projects and change management compliance, defining scope and timelines, and ensuring new systems are smoothly adopted.
9. Provides technical expertise and support, acting as the go-to resource for in-depth knowledge of existing systems, configurations, and best practices.
10. Creates and updates essential IT documentation for systems and procedures.
11. Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

1. Expertise in IT systems analysis, design, troubleshooting, and management.
2. Strong understanding of IT standards, governance, and best practices.
3. Knowledge of effective project management and change management principles.
4. Knowledge of government financial and procurement practices.
5. Proficient in orchestrating complex IT projects, programs, and initiatives.
6. Skill in the effective supervision and development of IT personnel.
7. Skill in researching, evaluating, and recommending new technologies.
8. Strong oral and written communication, capable of conveying complex technical information to diverse audiences.
9. Adept at resolving issues and optimizing performance of diverse IT systems.
10. Skill in achieving IT objectives through effective cross-functional collaboration and partnerships.

SUPERVISORY CONTROLS

The CIO assigns work in terms of department goals and objectives. The supervisor reviews work through work orders, reports, staff meetings, and observation of department activities.

GUIDELINES

Guidelines include the county personnel policies and procedures manual; state and federal laws and regulations; technical and support manuals; and guidelines and best practices as applicable from other local government and state organizations. These guidelines require judgment, selection, and interpretation in application. This position assists in development of department guidelines.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied management, supervisory, and technical duties in maintaining information technology systems. Frequently changing industry standards as well as unexpected demands contribute to the complexity of the position.
- The purpose of this position is to assist in the administration of 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.

CONTACTS

- Contacts are typically with members of the general public, other county employees, department heads, vendors, and representatives from other organizations.
- 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/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, walking, or stooping. The employee occasionally lifts light and heavy objects, climbs ladders, and uses tools or equipment requiring a high degree of dexterity.
- The work is typically performed in an office, computer room, stockroom, or warehouse. The employee is exposed to noise, dust, dirt, grease, and machinery with moving parts. Work is performed outdoors, occasionally in cold or inclement weather.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Senior Systems Analyst (1), Systems Analyst (2), Network Analyst (1), Business Systems Administrator (1), Information Systems Technician (2), and Technical Services Specialist (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

- Knowledge and level of competency commonly associated with completion of baccalaureate degree in a course of study related to the occupational field.
- Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department in order to direct and coordinate work within the division/department, usually interpreted to require three to five years of related experience.
- Possession of or ability to readily obtain a valid driver's licenses issued by the State of Georgia for the type of vehicle or equipment operated.