

**JOB TITLE: Information Technology Director**

**SUPERVISION RECEIVED:** Works under the supervision of the Executive Director.

**SUPERVISION EXERCISED:** Supervise and oversee an IT team that defines, researches, designs, implements and trains staff on the technological tools and solutions to enable the agency to meet its strategic goals. The team operates in areas including, but not limited to, the CSC customer experience, program development, reporting, internal and external communications, and data analytics, all in an environment increasingly dependent on technology.

**POSITION SUMMARY:** Member of senior management team responsible for agency direction, both overall and specific to the IT functional area. Responsible for complex analysis, overall planning and direct and indirect oversight of all IT functions in order to leverage technology to help the agency achieve its vision and mission. Ultimate responsibility to ensure systems protect the safety, security and privacy of all data collected and distributed by the agency.

**ESSENTIAL FUNCTIONS/ DUTIES & RESPONSIBILITIES**

*The duties listed are intended only as illustrative examples of the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. These examples are not necessarily performed by all incumbents and do not include all specific essential functions and responsibilities the incumbent may be expected to perform.*

- Demonstrates and promotes values, beliefs, and attitudes that achieve goals of the agency and the standards of individual expectations.
- Assumes full leadership and management responsibility for all administrative activities of the Information Technology Department including planning, budgeting, forecasting, training, policy development, reporting and equipment procurement.
- Works closely with department directors, contractors, funders, and state and local partners to determine needs and set objectives. Develops policies and methods to bridge multiple independent management and reporting systems. Manages projects and coordination to meet short and long term agency goals.
- Performs supervisory functions relating to assigned personnel; assists in the recruitment and selection of new personnel, directs training, assigns duties and workloads, approves work schedules, outlines performance goals and objectives, interprets policy. Pursues personnel actions as necessary, and resolves grievances within the established grievance procedure.
- Directs IT and Data Analytics staff to provide network infrastructure, database systems, interoperability of systems, and technical user support services to all departments. Directs the development, enhancement, quality assurance testing and installation of new applications and system upgrades. Provides oversight for user training programs and activities. Assures all systems are in compliance with agency technology policies and documentation standards.
- Oversees the development and implementation of security standards to ensure integrity and security of networks, databases, and data. Ensures that system reliability, backup and disaster recovery standards are met.

- Maintains professional networks, performs research, and attends training sessions and conferences as necessary to advance skills and keep current on issues and practices in information technology.
- Effectively communicates with CSC personnel and the public in person, via telephone, written communication, and electronic mail.
- Establishes and maintains professional and effective working relationships with customers, coworkers and other agencies.
- Regular attendance is a requirement of this position. A professional and courteous manner, and an ability to work harmoniously with other employees and the general public are also required.
- And such other duties as are assigned from time to time.

## **QUALIFICATIONS & REQUIREMENTS**

### **EDUCATION AND EXPERIENCE:**

Baccalaureate degree from an accredited four-year college or university with major course work in Computer Science, Network Administration or related field. Five years of progressively responsible experience specific to managerial or lead roles in IT functional areas, Microsoft Network Administration and Microsoft certification experience preferred, or any equivalent combination of education, experience and training that provides the required knowledge, skills and abilities to perform the duties of the job.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of theories, principles and applications of information systems and design and systems analysis techniques. Knowledge of industry-standard practices for system, network, application, security, disaster recovery and business process documentation.

Ability to use knowledge of currently available technologies to creatively innovate, visualize and provide direction on an overarching information technology plan for the organization, to assess agency needs and translate them into technology needs. Ability to develop knowledge and understanding of agency-wide technology challenges, and ability to manage diverse priorities; formulate, achieve and implement solutions meeting organizational goals and objectives.

Excellent leadership, interpersonal, written and oral communications, presentation and organizational skills. Ability to communicate highly technical concepts to technical and non-technical staff in a personable and professional manner, in order to establish and maintain relationships based on clear communication, cooperation and collaboration.

Skill in evaluating new hardware and software and other equipment and technology. Excellent diagnostic and problem-solving skills.

Skill in developing and managing budgets and allocating resources.

Knowledge of project planning.

Understanding of policy and program development and implementation.

Supervisory skills, including ability to hold employees and supervisors accountable for goals and contributions towards organizational objectives and values. Ability to develop and motivate staff and to delegate.

Knowledge of current security systems and disaster recovery plans.

Able to solve real-world IT challenges by using current knowledge of emerging technologies to help the agency achieve its strategic goals.

**SPECIAL REQUIREMENTS:**

Must pass a criminal history background investigation; however a conviction of a crime may not necessarily disqualify an individual from this classification. Valid Oregon driver's license, maintain minimum liability auto insurance and insurable driving record to operate vehicle on agency business.

**WORK ENVIRONMENT/ WORKING CONDITIONS/ PHYSICAL DEMANDS**

*The work environment and working conditions described here are representative of those that are typical of the job and 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.*

**Work Environment/Conditions**

Usual office working conditions. Typically exposed to office noises and interruptions such as printers, telephones, clients. On business travel you may encounter varying weather conditions.

**Physical Demand**

In the performance of job duties, the employee is frequently required to sit; talk, see or hear; walk; use hands to; handle, or feel objects, or controls; and reach with hands and arms. Regularly required to stand and walk; and occasionally required to stoop, kneel, crouch, or crawl; climb or balance.

AN EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

**CSC prefers the National Career Readiness Certificate (NCRC) in employee recruiting and hiring.**

For information on obtaining the certificate visit <http://www.oregonncrc.org/> , visit a WorkSource Oregon location or <http://www.worksourceoregon.org/>