



Associate Director – Information Systems

Job Description

Department: Information Systems
Position: Career Service
Grade: 735
Supervisory: Supervisor
Reports to: Director – Information Systems

Summary

Under general guidance and supervision of the Director – Information Systems, manages all aspects of information systems deployment for Utah County Government, including application and technical systems development. Assists with developing overall Information Systems strategy for County organization and departments. Incumbents serving in this classification would discharge the duties of the Director – Information Systems in the event of his or her absence.

Essential Functions

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

1. Assist with developing, directing, and implementing overall information systems strategy for Utah County.
2. Supervise, plan, coordinate, and direct the work of assigned personnel; oversee training and ensure work is completed accurately and efficiently; conduct staff meetings.
3. Identify, evaluate, and resolve personnel concerns.
4. Participate in staffing decisions related to the hiring and retention of assigned personnel and the administration of disciplinary action in accordance with County policies and procedures.
5. Evaluate performance and conduct performance appraisals.
6. Compile, maintain, and review all reports, daily work records, timecards, payroll information, work specifications, and appropriate personnel documentation for assigned employees.
7. Ensure system security, quality control, and design documentation; develop and implement standard operating procedures, as needed.
8. Assist with maintenance and purchasing decisions for equipment, tools, and supplies within the department; coordinate with appropriate utility vendors to acquire necessary network services.
9. Assist with preparing the department budget; monitor and approve department purchase orders, payroll, and expenditures, as needed.
10. Assist with overseeing deployment of GIS technology, products, and services for Utah County.

For Office Use Only

Job Code: 1135
Job Title: Associate Director – Information Systems
FLSA: Exempt
Effective Date: 8/30/2024
Public Safety: No

Worker's Compensation: Clerical
Background Level: III
Safety Sensitive: No
DOT: No
ML: Assistant Department Head

11. Supervise and coordinate departmental involvement with other County departments and outside agencies; meet with the Commission on proposed and in-process projects, as needed.
12. Assist with coordinating efforts with other government and private agencies; provide information from County databases and transfer data from other systems for County use, as needed.
13. Assist with designing and maintaining all County databases, as needed.
14. Assist with resolving crisis situations for both software and hardware systems.
15. Evaluate requests for computer services to determine feasibility, personnel, and resource requirements needed, and implementation priorities; make recommendations, as needed.
16. Assist with development of information systems hardware, software, and procedure configurations; supervise the acquisition, installation, maintenance, and replacement of computer and information systems, as directed.
17. Recommend changes in policy and procedure to accommodate the implementation of updated information systems; assist with implementation of approved changes.
18. Assist with resolving technical problems with information systems hardware, software, and communication networks.
19. Actively promote a culture of innovation and productivity; consistently participate as a leader in personal and staff training, code reviews, and mentoring activities.
20. Perform additional responsibilities as assigned by the Director – Information Systems; track and control activities for assigned projects; report status updates accurately and assure that management and team leaders are made aware of all problems or potential problems in a timely and professional manner.
21. Assist various project teams with developing and testing software projects.

Knowledge, Skills, and Abilities

- Knowledge of Information Systems technology, practices, procedures, and application
- Knowledge of local government organization and functions
- Knowledge of budget and contract management
- Knowledge of programming techniques and languages
- Knowledge of open client / server programming and architecture
- Knowledge of oracle relational databases
- Knowledge of internet development and application
- Knowledge of web-based systems, procedures, and application
- Knowledge of powerbuilder and other object-oriented programming tools
- Knowledge of database architecture, data modeling, data normalization, data factoring, and data archiving
- Knowledge of audit and recovery procedures
- Knowledge of current GIS technological capabilities, platform software, and current industry standards

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- Knowledge of network communication principles and design strategies
- Skilled in supervisory techniques
- Skilled in multiple scripting languages
- Skilled in reading, writing, and math
- Skilled in problem solving and logical thinking
- Skilled in utilizing SQL
- Ability to provide excellent customer service
- Ability to effectively manage multiple priorities and meet deadlines
- Ability to adapt to varied roles and job responsibilities
- Ability to communicate effectively verbally and in writing
- Ability to communicate difficult concepts and make them easy to understand
- Ability to work effectively and positively independently and within a team environment while maintaining cooperative relationships with users, key stakeholders, team members, and management
- Ability to foster and encourage a culture of innovation as a role model and mentor by personally seeking out innovative solutions and methods and sharing those with the team

Supervisory Responsibility

This position has direct supervisory responsibility and does serve as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment, but occasionally exposes incumbent to electrical hazards during systems installation and maintenance. Work may expose the incumbent to stress due to project deadlines, systems failures and recovery, meeting state and federally-mandated requirements, regulations, and certifications, managing employee performance. Work may expose the incumbent to high stress situations including contact with the public and others in confrontational, emotionally charged, or uncomfortable circumstances. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. The incumbent may be required to drive Utah County owned vehicles in the course of conducting County business and must abide by the Utah County Vehicle Policy.

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 use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and

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ability to adjust focus. The employee is required to type, file, and lift supplies up to fifty (50) pounds. The employee occasionally drives a motor vehicle.

Position Type/ Expected Hours of Work

Incumbent must work eighty (80) hours each pay period to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. Bachelor's degree or equivalent in Computer Science or a closely related field.
2. Seven (7) years of experience in Information Systems technology, including two (2) years in a supervisory capacity.
3. Demonstratable work competence in computer programming, IT systems administration, database administration, or a similar field.

Preferred Education and Experience

1. Preference may be given to applicants with a master's degree in Computer Science or a closely related field.

Additional Eligibility Qualifications

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check. Due to potential access to sensitive and protected data, this position is subject to additional criminal background checks as directed by the Information Systems Department.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

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Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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