



Director – Information Systems

Job Description

Department: Information Systems
Position: Appointed
Grade: 737
Supervisory: Yes
Reports to: Commission

Summary

Under broad policy guidance from the Utah County Commission, directs all aspects of information systems deployment for Utah County Government including application and technical systems development. Develops overall Information Systems strategy for County organization and departments.

Essential Functions

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

1. Develop, direct and implement overall information systems strategy for Utah County.
2. Supervise, plan, coordinate, and direct the work of the department including developing and implementing standard operating procedures to ensure system security, quality control, and design documentation.
3. Make staffing decisions within the department including hiring, training, performance evaluation, scheduling of work load, and retention of assigned personnel.
4. Compile, maintain, and review all reports, daily work records, time cards, payroll information, work specifications, and appropriate personnel documentation within the department.
5. Oversee maintenance and purchasing decisions for equipment, tools, and supplies within the department including coordinating with appropriate utility vendors to acquire necessary network services.
6. Prepare department budget, monitor and approve department purchase orders, payroll, and expenditures.
7. Oversee deployment of GIS technology, products and services for Utah County.
8. Supervise and coordinate departmental involvement with other County departments and outside agencies including meeting with the Commission on proposed and in-process projects.
9. Coordinate efforts with other government and private agencies in providing information from County databases and in transferring data from other systems for County use.
10. Oversee the design and maintenance of all County databases.
11. Oversee all systems programming including training programmers, assigning projects to programmers, and establishing programming standards.

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Job Code: 1075
Job Title: Director – Information Systems
FLSA: Exempt
Effective Date: 2/29/2024
Public Safety: No

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

12. Oversee the resolution of all crisis situations for both software and hardware systems.
13. Evaluate requests for computer services to determine feasibility, personnel, and resource requirements needed, and implementation priorities.
14. Oversee development of information systems hardware, software, and procedure configurations including supervising the acquisition, installation, maintenance, and replacement of computer and information systems.
15. Recommend changes in policy and procedure to accommodate the implementation of updated information systems.
16. Oversee the development of telecommunication networks to support information systems used at Utah County.
17. Assist in resolving technical problems with information systems hardware, software, and communication networks.
18. Assist various project teams in developing and testing software projects.

Knowledge, Skills, and Abilities

- Knowledge of supervisory techniques and ability to schedule, monitor and evaluate the work of supervised employees
- 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 data bases
- 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
- Knowledge of network communication principles and design strategies
- Knowledge of Information Systems best practices and procedures
- Skilled in reading, writing, and math
- Skilled in problem solving and logical thinking
- Skilled in the use of SQL
- Ability to maintain cooperative working relationships with those contacted in the course of work activities
- Ability to coordinate multiple tasks effectively

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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 & maintenance. This position exposes 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.

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 ability to adjust focus. The employee is required to type, file and lift supplies up to thirty (30) 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 of which two (2) years are in a supervisory capacity.

Preferred Education and Experience

1. Master's Degree in Computer Science or a closely related field.

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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.

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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