



# Division Manager – IT Operations

## Job Description

Department: Information Systems  
Position: Career Service  
Grade: 732  
Supervisory: Yes  
Reports to: Director - Information Systems

### Summary

Under the general supervision of the Director – Information Systems, supervises, plans, coordinates, and directs the activities and personnel of the Operations Division of the Information Systems Department. Ensures infrastructure of networks, software, and hardware function effectively, efficiently, and securely. Incumbent is responsible for maintaining a high level of customer satisfaction. Oversees the purchasing, installation, and maintenance of IT equipment for the county.

### Essential Functions

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

1. Supervise and maintain county IT system infrastructure to ensure high levels of functionality, efficiency, and security.
2. Conduct regular system audits to identify security gaps and functional vulnerabilities to the IT infrastructure; recommend action plans and security policies to the Director; oversee and implement security policy changes, as approved.
3. Oversee IT Procurement and Inventory Manager with procurement and asset tracking functions.
4. Manage computer technicians and the help desk functions including tracking customer satisfaction and enacting measures for improving satisfaction.
5. Supervise, plan, coordinate, and evaluate the work of assigned personnel; oversee training and ensure work is completed accurately and efficiently; conduct staff meetings.
6. Identify, evaluate, and resolve personnel concerns.
7. Participate in staffing decisions related to the hiring and retention of assigned personnel and the administration of disciplinary action in accordance with County policy and procedure.
8. Evaluate performance and conduct performance appraisals.
9. Compile, maintain, and review all reports, daily work records, timecards, payroll information, work specifications, and appropriate personnel documentation for assigned employees.
10. Manage computer activities related to operations, including hardware and software installations.
11. Prepare reports for management related to computer use, priorities, and downtime.
12. Resolve concerns with software or hardware vendors, as needed; resolve technical and complex system concerns.
13. Work closely with County departments to identify computer-related needs.

### For Office Use Only

Job Code: 2075  
Job Title: Division Manager – IT Operations  
FLSA: Exempt  
Effective Date: 2/29/2024  
Public Safety: No

Worker's Compensation: Clerical  
Background Level: II  
Safety Sensitive: No  
DOT: No  
ML: Manager

### **Knowledge, Skills, and Abilities**

- Knowledge of open client / server programming and architecture
- Knowledge of supervisory techniques
- Knowledge of current and relevant computer hardware and software
- Knowledge of computer programming
- Knowledge of server technology
- Skilled in managing technical support teams
- Skilled in reading and in written and verbal communication
- Skilled in Windows, word processing, networking, e-mail, faxing, and utilities
- Ability to work in a high-pressure environment with a high volume of urgent user needs
- Ability to set priorities and maintain overall user satisfaction
- Ability to maintain cooperative relationships with those contacted during the course of work activities

### **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. This position exposes incumbent to stress due to project deadlines, systems failures, system recovery, managing employee performance, and meeting state and federally mandated requirements, regulations, and certifications. 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 ability to adjust focus. The employee is required to type, file, and lift supplies up to forty (40) pounds. The employee frequently drives a motor vehicle.

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### **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 Information Systems Management, Computer Science, Computer Programming, or a closely related field.
2. Five (5) years of IT systems or network administration, computer programming, or computer technical support.
3. Demonstratable work competence in IT systems administration.
4. Equivalent combinations of education, experience, and demonstrated work competence may also be considered.

### **Preferred Education and Experience**

1. Preference may be given to applicants with two (2) years of experience in a supervisory capacity in Information Systems Management.
2. Preference may be given to applicants with demonstratable advanced knowledge of Microsoft systems--on premise and in the cloud.
3. Preference may be given to applicants with demonstratable knowledge of Cisco networks administration.

### **Additional Eligibility Qualifications**

1. Selected applicants may be required to obtain and maintain valid certification in Microsoft networking systems, as determined by the department head, during the probationary period for new hires or the trial period for promoted County employees.
2. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
3. 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.

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**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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