FRANKLIN COUNTY AUDITOR'S OFFICE

An Equal Opportunity Employer

POSITION DESCRIPTION

Position Title: Information Technology Manager
Pay Grade:12 **Pay Range**: $69,407.35 to $97,170.29
Dept./Div.: GIS / IT Operations
Employment Status: Full-time
Reports to: Chief Technology Compliance Officer
FLSA Status: Exempt
Civil Service Status: Unclassified

CLASS DESCRIPTION:
Under general supervision of the Chief Technology Compliance Officer, the responsibility of the Information Technology (IT) Manager is to oversee the streamlined operation of the IT activities to ensure it aligns with the business objectives of the organization. The IT Manager will provide technical leadership in IT systems planning; undertakes internal projects requiring technical knowledge; makes well though-out decisions on complex or ambiguous IT planning issues; coordinates; supports computer-related requests; ensures that system improvements are successfully implemented and monitored to increase efficiency.

QUALIFICATIONS: An example of acceptable qualifications:
Solid working experience with Windows desktop and server support and administration; working experience with AD, Exchange mail server, file server; ability to multi-task, prioritize responsibilities and manage time to ensure deadlines are met; experience with technology planning and implementation; strong technical planning, project management and supervisory experience; develop and manage processes, procedures, technical designs, and system documentation; familiar with system and application security and compliance; demonstrate analytical and problem solving skills; demonstrate excellent communication and customer service skills; Bachelor's degree in computer science or MIS; a minimum of 5 years' experience in Information Technology.

LICENSURE OR CERTIFICATION REQUIREMENTS:
PMP or MCSE is preferred.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive:
Personal computer, computer software (e.g. Microsoft Office, Internet Explorer, ticketing systems, and other applicable computer software); printer, copy machine, phone, fax machine, other standard modern office equipment, plotters.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:
The employee has exposure to chemical compounds found in an office environment (e.g., toner, correction fluid, etc.); this is considered sedentary work and the employee must demonstrate the ability to perform the physical demands required of the position in accordance with the U.S. Department of Labor's physical demands strength ratings.

In cases of emergency, unpredictable situations, and/or department needs, this position may be required to lift, push, pull, and/or carry objects heavier than D.O.L. strength ratings recommend.

JOB DESCRIPTION AND WORKER CHARACTERISTICS:
JOB DUTIES in order of importance

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

30% (1) Responsible for day-to-day activities of the organization's technological, software, and programming needs; implement and enforce IT standards, policies and/or procedures, including server management.

(2) Develop policies and procedures that outline how problems are identified, documented, assigned and corrected; stay current with IT trends and remain highly technically competent.

(3) Coordinate with service provider for disaster recovery planning and testing.

(4) Monitor business system performance through the use of metrics and statistical process control methods.

30% (5) Manage technology related projects, assigning tasks to technical and functional teams, and insuring that all project deadlines are met.

(6) Provide regular reports including schedules and updates regarding projects and their status and completion; develop and enforce request handling and escalation policies and procedures.

20% (7) Provide consistent and exceptional customer service; manage the procurement of all software, hardware and other IT supplies; perform asset and license management.

15% (8) Contribute to the escalation process by giving in-person, hand-on support to end users when necessary.

OTHER DUTIES AND RESPONSIBILITIES:

5% (9) Performs other related duties as assigned.

MINIMUM ACCEPTABLE CHARACTERISTICS: (*Indicates developed after employment)

Knowledge of: *County, Auditor, and Department goals and objectives; *County, Auditor, and Department policies and procedures; *personnel rules and regulations; government structure and process; office practices and procedures; *Ohio Revised Code (applicable Auditor's duties); office management; system analysis; application development; data security; smart phones/tablets; troubleshooting.

Skill in: computer operation; application development; data analysis; problem solving.

Ability to: develop and maintain effective working relationships; perform job safely; interpret a variety of instructions in written, oral, picture, or schedule form; exercise independent judgment and discretion; add, subtract, multiply, and divide whole numbers; calculate fractions, decimals, and percentages; define problems, collect data, establish facts and draw valid conclusions; maintain accurate records; prepare accurate and concise reports; sorts items into categories according to established methods; communicate effectively in oral and written form; maintain confidentiality; resolve complaints from citizens; travel to and gain access to worksite; understand technical manuals and/or verbal instructions; troubleshoot; be attentive to detail.

POSITION DIRECTLY SUPERVISED:
Senior Application Architect; Application Architect

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This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent.