

Marion County Board of County Commissioners

POSITION DESCRIPTION



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

IT SYSTEMS MANAGER

Department: Information Technology
Pay Grade: 115
FLSA Status: Exempt
Job Class: 3058
Risk Code: 8810

JOB SUMMARY

Responsible for planning and developing system requirements and enhancements for users of the County's information system and for assisting in determining the feasibility of implementing new computer applications or upgrades.

ESSENTIAL JOB FUNCTIONS

- Oversees frontline support staff to ensure team provides excellent customer service.
- Provides quality control for customer service requests and follow up as needed.
- Confers with subordinates on unusual and difficult procedures and offers advice and assistance as needed.
- Provides internal and external user support. Resolves problems as assigned and makes recommendations and reports any unresolved problems for resolution.
- Supervises the installation and modification of computer systems. Reviews equipment and determines technology standards and compatibility.
- Participates in activities to develop technical or administrative quality solutions to customers' expectations.
- Oversees the administration of a wide range of policies, rules, and regulations as they apply to information systems activities.
- Schedules daily workflow to expedite service requests.
- Prepares budget estimates for current and proposed projects.
- Provides back up to various needs (e.g. audio video streaming services, director duties, and payroll).
- Prepares and completes evaluations for front line support staff.
- Manages department technical liaison group comprised of designated staff within each department to disseminate relevant information.
- Evaluates and works on work orders of a complex nature and solves issues.

- Participates in the hiring processes, include interviewing panels for hiring, and grading and scoring applicants for IT positions.
- May be required to work outside normal business hours, participate in an on-call rotation, have the ability to perform work remotely, respond to emergencies on a 24/7 basis, and carry a mobile phone
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

This position is responsible for direct supervision over a small number of para-professional technical employees. Includes assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance; and planning, scheduling, and coordinating work operations.

QUALIFICATIONS

Education and Experience:

Bachelor's Degree in Information Technology, Computer Science, or related field; and five (5) years' experience in systems analysis and programming; or an equivalent combination of education and experience.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Must successfully pass a Criminal Justice Information Services (CJIS) background check and maintain a current CJIS Level 4 Security Awareness Certification. These requirements exist at the time of hire and as a condition of continued employment

May be required to acquire and maintain professional certification(s) related to the technology and applications used by the organization.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Ability to read, analyze, and interpret professional journals, technical procedures, or governmental regulations.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Ability to develop plans, policies, specifications, and programs continually.
- Ability to function independently as an expert in matters of specialized analysis or complex technical systems.
- Knowledge of Windows Server operating systems, hardware, networking, system administration including Active Directory, and access permissions.
- Knowledge of SAN management and server virtualization.
- Knowledge of computer capabilities, systems analysis, data processing, and programming techniques.
- Knowledge of the principles, practices, and techniques of computer programming and/or systems analysis.
- Knowledge of and ability to use programming languages, including web-based development and database systems and ability to use 3rd and 4th generation programming languages.
- Ability to conduct a feasibility analysis of systems and programs requirements.
- Ability to prepare clear, detailed programs of instruction for users of the Circuit Court's information systems.
- Ability to detect errors on detailed charts, diagrams, and coding.
- Ability to interpret diagrammatic presentations of workflow and prepare computer block diagrams and flow charts.
- Ability to remain calm in stressful situations.
- Ability to act as a project leader.
- Ability to assist as a user support analyst to install and configure system and application software, perform local area network management, and diagnose hardware and software problems as needed.
- Ability to communicate clearly and effectively in both verbal and written form.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

PHYSICAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. While performing the duties of this job, the employee is regularly required to walk, talk, see and hear. The employee is occasionally required to stand and frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms. Some movements of the hands, arms and wrists may involve repetitive motion. Specific vision abilities required by this include close vision, distance vision, color vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.