

JOB DESCRIPTION

JOB TITLE: Information Technology (IT) Systems Manager
DEPARTMENT: Technical Services
REPORTS TO: Assistant Director, Technical Services
EEO category 3

SUMMARY:

As part of the Technical Services Division of South Sound 911, and under the direction of the Assistant Director for Technical Services, the Information Technology (IT) Systems Manager reviews, plans, organizes, and manages the capabilities and qualities of the IT systems that support the technology needs of the agency.

ESSENTIAL FUNCTIONS:

Provides an expert level of understanding of current information technologies as well as a structured development environment; proactively develops and maintains integrated technology solutions on multiple computing platforms.

Plans, organizes, directs and coordinates the work of assigned personnel. Selects, trains, supervises, monitors and evaluates the work of assigned personnel; schedules and assigns work; authorizes leave time and overtime work; reviews and investigates complaints and recommends disciplinary action as necessary; schedules in-service training; receives and attempts to resolve employee grievances and other concerns; provides coaching to employees.

Provides strategic direction, as a master of systems design, to the South Sound 911 Technical Services and all of its customers, implement strategic plan strategies for the division, and completes objectives; provides direction, leadership, assistance and training to IT customers and staff in developing information technology standards and practices; follows through with customer and senior staff service requests using appropriate standards and practices.

Develops, monitors and oversees budget planning for the IT systems needs of the agency.

Develops an extensive knowledge of customers' businesses and build expertise and technical knowledge among customers.

Researches current advancements in information technology to build expertise among colleagues. Provides strategic recommendations to centralize technology decision-making.

Creates, enforces and documents IT policies and procedures utilizing best practices to ensure compliances with contractual and oversight agencies, such as CJIS.

Provide leadership to skilled IT and technical professionals to meet the changing demands of technology in the agency and to its customers.

QUALIFICATIONS:

Graduation from a four-year college or university with major course work in information systems management, business, public administration, or police science and six years of increasingly responsible experience working in information technology (IT) systems, preferably with public safety agencies. Additional related education or experience may substitute year-for-year for the requirements.

REQUIRED ABILITY, KNOWLEDGE AND EXPECTATIONS:

Principles and practices of program operations, including development, planning, coordination, monitoring, evaluation and problem solving.

Research methodology, data collection, analysis and reporting.
 Significant understanding of law enforcement operations and practices.
 Technical skills to apply towards data analysis, business process modeling, and other advanced technologies.
 Proficient computer skills including knowledge of and experience with computer databases such as Microsoft Access and SQL Server. Strong working knowledge and experience with Microsoft Office products.
 Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.
 Maintain cooperative and effective working relationships with others.
 Follow safety rules and regulations.
 Organize work to meet schedules and timelines.
 Work confidentially and with discretion, and maintain a professional demeanor while resolving emotional issues with personnel at all levels of the organization.
 Understanding of the operation of public safety agencies.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:

A valid Washington State driver's license may be required.

PHYSICAL REQUIREMENTS:

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

While performing the duties of this job, the employee is regularly required to sit at a computer terminal, frequent walking both indoors and out; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, stoop, or kneel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

WORKING ENVIRONMENT:

Office environment with frequent interruptions. The noise level in the work environment is usually quiet. This position will interact with employees and customers on a daily basis. Office environment is subject to 24/7 emergency call out and traveling to different locations to conduct work.

MACHINES/TOOLS/EQUIPMENT/WORK AIDS:

Personal computer, copy machines, telephone, fax machine, E-mail, calculators, head sets, printers.

POTENTIAL HAZARDS:

The hazards are consistent within an office environment.

ANALYSIS OF PHYSICAL DEMANDS OF POSITION

Activity	Percentage of time	Activity	Pounds
Standing	10% of time	Pulling & Pushing	25 lbs.
Walking	10% of time	Lifting	25lbs.
Sitting	80% of time	Carrying	25lbs.

The following abilities are required to perform the essential job functions:

Hearing	YES
Seeing	YES
Depth Perception	NO
Color Vision	NO

Seldom to occasionally the position will require the following activities: **Stooping, Crouching, Crawling, Climbing, Balancing and Kneeling.**

ADDITIONAL COMMENTS:

The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: Laura Lakowske, Recruiting Coordinator

REVIEWED BY: _____

DATE: 11/2/2020

Revision date(s) _____